Parents Information & Contract

D0021OP 1-9Apr21

PlayFit St Marys

Please keep this information to hand as it details important information relating to the policies and procedures affecting your child's place at Play Fit Kids Club. A full version of our policies and procedures is available. Please ask for a copy.

The Staff Responsible for Your Child

Letisha Youmans is the Site Manager. As such **Letisha** manages the day-to-day running of the club.

You can contact the club directly on **07931 938103**, or **stmarys@playfitkidsclubs.com** alternatively you can go into the club.

Contact the **Letisha** if you need to change or cancel your child's day(s)/place, need to report your child absent, are going to be late to collect your child, have a suggestion that would help us improve, have a complaint.

In the event that you cannot contact the above please contact **Kirsty Mackey.**

Kirsty Mackey is the Registered Person and is in overall control of all Playfit Clubs. You can contact **Kirsty** on **07817 641026** or by email kirsty.mackey@playfitkidsclubs.com

Contact **Mollie Hall** on **07860 953760** or **billing@playfitkidsclubs.com** if you need to discuss payment of your fees, would like further information concerning Working Families Tax Credits or Childcare Vouchers.

Playwork Staff at the Club will be involved with nearly all of the activities taking place. You can speak to Play work Staff directly at the Club.

Educ8 will be providing Sports and Dance activities for the Club. Educ8 instructors all have CRB Enhanced Disclosure, First Aid qualifications and appropriate sports/dance qualifications. As a company they deliver activity programmes to over 10,000 young people every week. View their website at www.educ8group.com

Whilst in Our Care

All Foundation & Key Stage 1 children will be collected from/taken to the Club from school.

Toys & Games
We would like to request that children do not bring toys from home. We have plenty of toys for all ages which children have access to.

Activities (including Specialist Sports & Dance Instruction)
Children will have the opportunity to take part in a variety of sports and dance activities delivered by professional instructors from Educ8.

The Site Manager and the PlayFit team will also be organising various activities to keep the children occupied and engaged, and of course for those children just wishing to relax after a hard day at school - free play is always an option! We also offer to support the children complete their homework, however should they not wish to do it in club time their wish will be respected.

Every day there will be a 'Things we have done today' sheet on the parent's notice board. This will list the activities children have had the opportunity to be involved in and the food they have had for snack and tea.

Behaviour

The Club requires that all children's behaviour meets an acceptable standard. This means that should your child's behaviour falls below our standards it will be brought to their attention. If it fails to improve then you will be informed and the following process will be followed:

- First time - A warning will be issued
- Second time – A letter regarding unacceptable behaviour will be sent home
- Third time - Child will be suspended for a day this will be a day they are booked in the club)
- Fourth time - Child will be suspended for a week
- Fifth time - Child's place will be cancelled

You will of course be consulted and kept informed at each stage.

Food & Drink

All of our food and drink has been carefully selected to offer a balanced and nutritious menu. We offer both breakfast (£1.10per day) and a tea-time snack (included in the price for children staying beyond 4:00pm) fruit and small snacks are available to all children.
We have 2 menus that rotate on a weekly basis. Our menus are displayed on the Parents Information notice board.

Breakfast

Breakfast is available to regular attendees that pre-book using a 'Tick Sheet'. Please contact the manager for further information. On a casual basis children will still be able to have breakfast of either cereal or toast.

Tea-time Snack

Although referred to as tea it is intended only as a snack to enable children to make it from school to going home for their main meal without getting too hungry. We will try to persuade children to eat something but if they are not hungry we will not force them to eat.

Collecting your Child

You are required to collect your child no later than the time you have selected unless notifying us otherwise. Please see 5.8 in our terms and conditions for late collection charges

Please ensure that you notify the site and provide a collection password, which you would have provided on the registration form, for authorised persons collecting your child other than yourself.

Your Childcare Place

If for any reason your child is unable to attend the site it is vital you inform us in advance. Please contact the site manager and see section 5.3 for further information.

Regular Bookings

1. If you have regular, stable requirements for childcare (i.e. same day(s) each week) you can obtain a guaranteed place on the days and times you require by completing a 'Tick Sheet' (see attached).
2. If your childcare needs to change due to shift patterns etc. but you are able to commit to at least 10 sessions per term, please book these in advance.
3. Should you wish to add additional care to your regular needs your monthly direct debit will be adjusted accordingly.
4. Should you wish to cancel a single session 48 hours notice is required to avoid being charged.
5. Four weeks notice is required to cancel a child's place or reduce the number of sessions they are attending.

Ad-hoc Bookings

1. No more than 9 sessions can be pre-booked in this way during any one term.
2. 48 hours notice of cancellation is required. If you cancel within 48 hours you will continue to be charged for the session
3. This is not a guaranteed service and is dependent on availability

Holiday Bookings

1. To book a place during the school holidays you will be required to contact your site Manager.
2. You must complete a form detailing the sessions you require
3. Places are limited and allocated on a first come first served basis

Childcare Charges

Before School Charges (Term time only)

Monday – Friday, 7:30am – start of school. Children will not be permitted in the building before 7:30 though there may be staff setting up should you wish to discuss child care needs.

7:30 – start of school	£4.35
8:00 – start of school	£2.25
Breakfast	£1.10(per day)

After School Charges (Term time only)

Monday – Friday, end of school 6:00pm, includes drinks and tea time snack served at 4:00pm

After school - 4:00pm	£4.35
After school - 4:30pm	£6.50
After school –5:00pm	£8.60
After school - 5:30pm	£10.70
After school – 6:00pm	£12.80

Holiday Time Charges

Monday – Friday, a packed lunch is required, includes drinks.

Full Day (9:00am - 3:00pm)	£15.00
Early drop off (8:00 - 9:00)	£2.00
Late collection (3:00 - 4:00)	£2.00
Half Day (8am-12pm or 12pm - 4pm)	£9.50

Discount

We apply a 10% discount to invoices of families who have more than 1 child. The discount is ONLY applied to the sibling(s) and not to the first child.

Other Charges

- Late collection will be charged at a rate of £6 per child for each 15 minute interval.
- Failed Direct Debits and Voucher payments will incur an administration fee of £15 for each occurrence
- Copy bills are only available from Club Coordinators an administration fee of £5 is payable upon request of 5 bills or more.

Childcare Fees

Regular Bookings

- Fees are payable via Direct Debit and Childcare Voucher ONLY

  Any customers paying via bank transfer will need to sign up to our variable direct debit system.

  GOCARDLESS

- This will be payable monthly over 12 months of the year.
- Invoices will be issued on the 15th of the month prior, these will be issued by the clubs directly. Any invoice queries should be sent to the club directly, **Mollie Hall** will be contacted if the club is unable to address the issue.
- Direct Debit date is the 1st of the month in advance, for example childcare for September will be payable on the 1st September
- Payments are accepted via Childcare Vouchers but these must be in line with the 12 month payment schedule as detailed above. Payments required in advance.
- When an adjustment of sessions occurs your Direct Debit will be automatically adjusted taking into account payments already made and the new session arrangements. You will be issued with a revised bill.
- If a Direct Debit or Voucher Payment date is missed we will retry to collect the payment but in the event that this fails you will be charged an administration fee of £15.00.

Ad-hoc Bookings

- You will be billed weekly in arrears for ad-hoc bookings, the invoices are raised every Tuesday and payment is then due on the following Friday
- Further bookings cannot be made until your payment has been received

Holiday Bookings

- At the point of booking you will receive an invoice for the sessions booked.
- Payment is to be made within 14 days of booking and prior to attending.
- Further bookings cannot be made until your payment has been received

Voucher providers

We only accept a number of providers, however we are willing to consider registration for further companies. For further information please contact **Mollie Hall** directly at **billing@educ8group.com**

More information about childcare vouchers can be found at: www.childcarevouchers.co.uk

Working Families Tax Credits

These may be able to contribute towards the cost of your childcare. Please contact HMRC for further information: http://www.hmrc.gov.uk/leaflets/wtc5.pdf

If you are claiming the childcare element of Working Families Tax Credit please retain the bill we provide you as proof.

Financial Hardship

Parents unable to meet the payment structure due to unforeseen circumstances should at their earliest opportunity to discuss their individual needs with **Mollie Hall**.

Non-Payment of Fees

Where fees have not been paid and we have not been contacted in advance we WILL follow this procedure:

- Notification of default payment will be issued
- A 5% late fee will be added to the outstanding balance
- Payment in full will be required within 7 days of notification being received.
- If your account is still in arrears 7 days after notification is received your Child's place will be suspended and a 5% late fee will be added to the outstanding balance
- Avoidance of payment WILL result in enforcement proceedings

Making the Club Better!

We welcome any suggestions you may have aimed at improving your child's experience with us. Please have a chat with a member of staff, or feedback via our website www.playfitkidsclubs.com with your comments.

If you have a complaint:

1. Contact **Letisha** and discuss.
    a. If a resolution is not found

2. Complete a complaint form (available from the Club) and return to the Club
    a. The complaint will be fully investigated and a written response provided within 15 working days

b. If you are dissatisfied with the response, inform **Letisha Youmans**.

3. Your complaint will then be passed to **Kirsty Mackey** who will adjudicate the case and provide a written response within 15 working days.

4. If you remain dissatisfied you can submit a complaint to OfSTED (Tel. 0300 123 1231) by quoting our OfSTED number: **EY484656**

Thank you for choosing PlayFit Kids Clubs