



Extended Services Terms and Conditions – 10.07.20

Please see point 12 of the terms and conditions – this is a temporary amendment due to the COVID-19 pandemic.

1. Booking of places

Please contact Ms Beth Saunt regarding the booking of places for Sunrise and Sunset. Ms Saunt can be contacted on 01372 725383 or via email. sauntb@stamford-green.surrey.sch.uk

Parents are required to give 6 weeks' term time notice if they wish to withdraw their child or alter the number of sessions required. Please contact Ms Saunt regarding any changes to sessions.

2. Payment

Sunrise runs from 7:30am - 8:40am and the cost is £5.00 per session. Sunset is open from 3:15pm - 6:00pm and the cost is £15.50 per session. Fees for Extended Services must be paid on the first day of each half term. Fees for the next half term are placed on Tucasi at the end of each half term.

Ad hoc session may be available but can only be booked a maximum of one calendar month in advance. An administration charge of £2.50 will be made in addition to the session charge and this is non-refundable even if the place is cancelled. Cancellation of an ad hoc place less than 48 hours before the session is due to start will incur the £2.50 administration fee plus 50% of the session fee. Please ensure that ad-hoc sessions are paid before the required session where possible.

Booking of places will constitute a binding contract to pay for that number of sessions per week. Failure to pay fees by the set deadline will result in a 'no pay no play' exclusion. All unpaid fees will be recovered through a debt recovery process. We reserve the right to charge a £50 administration fee in the event of late payment of fees.

We are happy to accept childcare vouchers for payment of fees. Our Ofsted number (should your employer require it) is **125066** and the postcode is **KT19 8LU**. If you wish to pay using childcare vouchers, please contact Mrs Wishart in the school office – wishartf@stamford-green.surrey.sch.uk

Bookings for new and future places will be subject to a deposit of £50 to secure the place until it is required. If the place is not taken as booked the deposit will be forfeited.

3. Waiting list

In the event that a session is full, names of children requiring that session will be placed on a waiting list. If a space becomes available, names from the waiting list will be allocated in the following priority order:

- Children where a parent is a member of staff
- Looked after children
- Exceptional circumstances
- Siblings (an older brother or sister with a place at that session on the required start date)
- Any other applicant on a first come first served basis

4. Absences

Absences cannot be refunded. If you know in advance that your child will be having a long term absence from Sunrise or Sunset please let the Ms Saunt know. These cases will be dealt with at the discretion of the school. If your child will be absent from a session (e.g. going to a friend's house) please let the Sunrise or Sunset staff know, either by calling Extended Services directly – 01372 725383 ext 207/212 or emailing sunriseabsence@stamford-green.surrey.sch.co.uk or sunsetabsence@stamford-green.surrey.sch.uk. Sessions are not transferrable or refundable in the case of missed sessions due to clubs, sports matches, performances, residential trips etc.

5. Closures

If, due to unforeseen circumstances, such as adverse weather conditions, it is necessary to close Sunrise or Sunset, parents will be informed by the school website, Twitter and via email. In these circumstances, parents will be refunded for any fees paid during the closure. In the event of a partial school closure e.g. industrial action by teachers, Extended Services will be open. In these circumstances, children absent from school and Extended Services due to their class being closed will be issued with a credit for the affected sessions.

6. Collections

Sunset closes and gates are locked at 6:00pm. Parents and Carers are advised to arrive by 5:55pm in order to collect their children in good time. Children will not be allowed to walk home alone or with siblings under the age of 16. Please ensure you inform staff if someone other than the people on your child's registration

form will be collecting them from Sunset. If you (or the person collecting your child) are running unavoidably late, please call the Sunset team on 01372 725383 ext. 207 immediately so we can reassure your child. We reserve the right to charge parents and Carers £12.00 for late pick-ups. If, after we have made every effort to reach available contacts, a child has still not been collected by 6:30pm, we will follow DfE guidelines and call social services.

At the end of each whole academic term (Christmas, Easter and July), school finishes by 1:00pm. Therefore, Sunset will be open from the end of school but will close at 4:00pm on these occasions.

7. Driving on school premises

In line with school policy, parents are not permitted to drive into school to drop off or collect their child. However, parents of children attending Sunset may drive into school after 5:30pm to collect their child. Parents are reminded to drive slowly when entering the school and be aware of other people who may be leaving school at this time.

8. Complaints

If you have any cause for complaint, please speak to a member of staff or the club leader who will try to rectify the situation. If your concerns are not resolved then the matter should be put into writing and addressed to the Headteacher (head@stamford-green.surrey.sch.uk) who will endeavour to resolve any issues.

9. Data Protection and Confidentiality

Information about your child (e.g. medical needs) and contact details will be taken from the school's information management system. Contact details that the school has for during the school day will be used in the case of medical emergencies, behaviour issues and late collection incidents. All information given is treated in strictest confidence. No information about you or your child will be given without your prior consent, except with regard to safeguarding issues.

10. Safeguarding

Children's welfare is our first priority and we have a duty to protect children under the Children's Act 2004. Our named DSLs (Designated Safeguarding Leaders) are Mrs Dray, Mrs Druce and Miss Swann. If any member of staff has cause to suspect a case of abuse or non-accidental injury we are duty-bound to inform Surrey County Council Children's Service. Safeguarding issues are kept in the strictest confidence and are passed onto the duty social worker at the Children's Assessment Team.

11. Safety

All Extended Services staff have up-to-date First Aid certificates and equipment is checked alongside the environment for suitability and safety on a daily basis. If your child requires any medicine to be given to them whilst at either Sunrise or Sunset, you will need to fill in a medication form and return it to a member of staff.

12. COVID-19 - Temporary Amendment

As a temporary amendment during the Covid-19 pandemic, Sunset will finish at 5.30pm to allow for additional cleaning and will be charged at the reduced cost of £14.00.

We reserve the right to update or amend these terms and conditions at any time.

By accepting a place at Stamford Green Primary School Extended Services you accept and agree to our terms and conditions.