

Terms & Conditions

Registration

- All parents / carers must complete our Registration Form before a child can be accepted at The Sunshine Club at Temple Grafton Wraparound Care. Registration must be done directly on our website <https://temple-grafton.childcare-online-booking.co.uk>
- The Sunshine Club must be notified of any changes in Registration details, as soon as possible, in writing by the parent / carer.

Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked must be paid for in advance.
- No parent / carer should consider a booking as being accepted until you receive your booking confirmation email.
- Bookings may be made up to 23:00 on the evening before. Children will not be able to be booked in after that time
- For last minute bookings on the day, please contact the school office directly on 01789 772384
- The Sunshine Club will credit all fees charged, if the club is forced to close due to unforeseen circumstances.
- A minimum of 5 days' notice is required to be eligible for a refund.
- If you have any issues regarding payments of bookings please contact the office directly on 01789 772384 or wraparound3066@welearn365.com or our Headteacher, Mrs Tara Yorke, on yorke.t@welearn365.com

Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child / children are aware that they will be attending any wraparound club.
- It is the parent / carer's responsibility to notify the school if there are late changes made to their child / children's club attendance on that day.

Late Afternoon Pick Up

- You will be expected to collect your child on time at the end of the session (either 4.45pm or 5:30 / 6pm as outlined).
- Late fees are £20 per hour or £5.00 per 15 minutes or part thereof. The safety and welfare of our pupils is paramount therefore the failure to collect a child will be subject to our safeguarding procedures and may result in escalation to external third parties.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by the school to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment.
- Failure to settle all fees and/or penalties when due may result in the school taking action (including legal action) to recover any outstanding sums.

Childcare Vouchers

- Childcare voucher may be used when booking your child/ren into The Sunshine Club. Please send details of the voucher to wraparound3066@welearn365.com within 72 hours of your booking.

Behaviour Policy

- The school has a restorative, nurturing and inclusive approach when responding to and supporting behaviour. The children are supported in managing their emotional regulation and understanding how their actions can affect others. The children are supported to understand how emotionally, and physically unsafe behaviours can cause emotional and physical harm to others and they are supported in restoring and rebuilding their relationships. The Sunshine Club reserves the right to remove the wrap around service from any child whose behaviour puts children or staff members in a position where they suffer harm.

Financial Difficulties

- It is appreciated that some families may experience difficulties from time to time. We would like to work with you to reduce the disruption to your child's education and care. Please come and speak to the Headteacher as early as possible regarding payment of fees.

Legal: Waivers, Exclusions and Jurisdiction

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- The Sunshine Club shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.