

## JULES ET LIS TERMS & CONDITIONS

A Registration Form **MUST** be completed **IN FULL** (in clear block capitals) and should be returned to a senior member of staff before a child can be accepted at the club. It is the parent/carer responsibility to notify us in writing in the event of any changes to the information provided on the registration form, whether it be name, address, contact details, medical/dietary changes etc. Once a registration form is received, we will inform the applicant if a place has been allocated to them.

If demand exceeds the availability of places, the child's name will be put on a waiting list and the parent/carer will be contacted as soon as a place becomes available.

### Priority Admissions

Jules et Lis allocates on a 'first come first served' basis where possible, except for priority given to siblings.

Jules et Lis also reserves the right to accommodate any child should it be felt that it would be in the child's best interests to do so.

### TIMES & PRICES

<b>2023/24</b>	<b>TUDOR COURT PRIMARY</b>	<b>ST THOMAS' PRIMARY</b>	<b>LITTLE THURROCK PRIMARY</b>	<b>GEARIES PRIMARY</b>
<b>BREAKFAST CLUB</b>	7.30AM – 9.00AM £5.85	7.30AM – 9.00AM £5.85	NOT AVAILABLE	7.30AM – 9.00AM £5.85
<b>AFTER SCHOOL CLUB</b>	3.00PM – 6.15PM £13.85	3.15PM – 5.45PM £13.00	3.15PM – 6.15PM £13.50	3.15PM – 6.00PM £13.50
<b>HOLIDAY CLUB</b>	HELD AT LITTLE THURROCK	HELD AT LITTLE THURROCK	7.30AM – 3.30PM £26.00	
<b>HOLIDAY CLUB</b>	HELD AT LITTLE THURROCK	HELD AT LITTLE THURROCK	7.30AM – 6.00PM £29.00	

N.B. Fees are subject to change and may be increased to cover increases in outgoing costs.

### Discounts

AFTER SCHOOL CLUB - 10% discount is given for siblings.

HOLIDAY CLUB - 10% discount is given for full-time attendance.

TAX FREE CHILDCARE – Jules et Lis are signed up to this scheme. To see if you are eligible or for more information please visit:  
<https://www.gov.uk/help-with-childcare-costs/tax-free-childcare>

### Payment Details

Fees are payable one month in advance. Initial fees must be paid prior to the child's start date and monthly in advance thereafter by the first day of each month.

Fees are calculated from the child's start date to the end of the given year (or a given leave date if known to be sooner).

Fees are calculated for **TERM TIME SESSIONS ONLY** and do not include bank holidays or inset days.

Total fees for the year (or given period) are divided by equal monthly instalments; a payment schedule will be supplied on invoice. These are rolling contracts and future invoices will be sent out accordingly.

### Cancellation Notice Period

If you wish to withdraw your child from the Club one month's written notice is required.

One month's fee will be payable in the event of notice not being given.

If you would like to change the days that your child attends, be it an increase or reduction, one month's notice is also required.

If an increase in days is requested and available at the time of asking, your invoice will be amended accordingly.

If your request for extra days is not possible at the time of asking, you will be consulted as to whether you wish to be put on the waiting list. Once on the waiting list you will be informed as soon as the days required become available.

### Responsibility for Payment

THE RESPONSIBILITY FOR PAYMENT OF ALL FEES LIES AT ALL TIMES WITH THE PERSON WHO HAS MADE THE BOOKING. ALL FEES MUST BE PAID ON TIME AND FOR THE CORRECT AMOUNTS AS SHOWN ON INVOICE. JULES ET LIS RESERVES THE RIGHT TO ADD PENALTY CHARGES AND/OR SUSPEND A CHILD'S PLACE IF FEES ARE NOT RECEIVED ON TIME.

### Late Payment Penalty Charge

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All fees (after the initial fee) will be payable by the 1<sup>st</sup> day of each month. If these fees are not received on time a penalty charge of £5.00 will be incurred for each working day that payment is late.

Late fees will apply for a maximum of up to five days resulting in a maximum charge of £25.

If fees and charges remain unpaid after this time, Jules et Lis reserves the right to suspend the child with immediate effect until fees are paid in full.

If a child's place is suspended parents will be notified verbally (in person where possible or via telephone) and a confirmation email will be sent that same day.

The school will be notified of the suspension, and it will be the parent's responsibility to make alternative childcare arrangements.

### Suspension

If a place is suspended due to non-payment of fees, two weeks will be given to pay the arrears in full (including all penalty charges). Fees are still payable for the suspension period.

### Termination

If arrears are not paid in full within the two weeks, Jules et Lis reserves the right to terminate their agreement with immediate effect.

All debts thereafter will be passed over to Daniels Silverman Debt Recovery Services for the recovery of unpaid childcare fees. Jules et Lis cannot be held responsible for any legal charges incurred once the debt has been passed over. All legal costs thereafter will be passed to the parent/carer and interest will be charged at a specified rate.

Jules et Lis also reserves the right to terminate the agreement in the event of regular late payments.

### Late Collection Charges

It is the responsibility of the parent/carer to ensure that their child is collected on time. Should the parent/carer feel they may be late to collect their child they should inform the club at their earliest opportunity.

Late collection will incur a Penalty Charge of £1 for every minute over the booked session time. Late payment slips will be issued and must be paid in full within 7 days of receipt.

Further charges of £5 will be added per day after the 7-day period if the charge remains unpaid.

These charges will apply for a maximum of up to five days resulting in a maximum additional charge of £25 plus the original late fee incurred.

If all charges remain unpaid after this time, Jules et Lis reserve the right to suspend the child with immediate effect until charges are paid in full (refer to suspension terms).

Consideration to waive late collection charges will be given if many are affected by major accidents or other relevant occurrences and for exceptional circumstances at the manager's discretion.

All late fees should be paid directly to the club manager, for which a receipt of payment will be given.

N.B. Regular late collection may result in your child's place being terminated.

All Holiday Club fees are due for payment at the time of booking.

### Non-Attendance

Full fees are still payable for occasional sickness and absences as places reserved for your child cannot be filled in short notice.

### Severe Weather & Club Closure

Full fees are still payable should the club need to close due to severe weather conditions to cover ongoing costs.

### Cancellation Notice Period

If you wish to withdraw your child from the Club one month's written notice is required.

One month's fee will be payable in the event of notice not being given.

If you would like to change the days that your child attends, be it an increase or reduction, one month's notice is also required.

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If an increase in days is requested and available at the time of asking, your invoice will be amended accordingly. If your request for extra days is not possible at the time of asking, you will be consulted as to whether you wish to be put on the waiting list. Once on the waiting list you will be informed as soon as the days required become available.

### Parent Collection Procedure

On registering with Jules et Lis you will be asked to give full names and contact details of all persons permitted to collect the child from our care, including who has parental responsibility and who may collect in the event of an emergency. You will also be asked to provide a password that may be used as an extra security measure.

Before your child's start date a 'settle session' will be arranged with the club manager (where possible) so that you and your child (and any family members you wish to introduce) may familiarise themselves with the staff and the setting.

If an unknown person is due to collect the parent/carer must notify club.

Under no circumstances will any person's unknown to the club be permitted to collect the child if the password is not known, or if prior consent has not been given.

Should the child be unable to attend due to sickness/holiday etc please inform the club manager prior to their absence to avoid any unnecessary concern.

It is the responsibility of the parent/carer to ensure that their child is collected on time. Should the parent/carer feel they may be late to collect their child they should inform the club at their very earliest opportunity.

Any child that remains uncollected thirty minutes after closing time without informing the club will be considered an abandoned child and will be referred to the Children's Social Care (CSC).

Jules et Lis cannot be held responsible for any decisions or actions taken by the CSC once a child has been referred.

### Meals

**Breakfast Club** - A buffet style breakfast is offered on each day consisting of an assortment of nutritional cereals, whole meal toast with spreads and Crumpets.

Fresh fruit, yoghurts, milk, and water (hot meals may be offered in the winter months).

N.B. Breakfast stops being served at 8.30 a.m. sharp so please ensure your child arrives before this time if they require breakfast.

**After School Club** - A high tea is offered on each day, consisting of an assortment of healthy nutritional hot & cold snacks including:

Toast; Wraps, Pitta; Sandwiches; Pasta dishes; Soups & Salads.

Fruit portions & yoghurt

Water is always available for children to help themselves.

NB. This meal should not be in place of an evening meal, this is a substantial snack before dinner.

Copies of our menus will be displayed on the Parents Notice Board and sent out with newsletters at the start of each term. The food provided will be additive and colour free as much as is feasible. Specific dietary requirements can be accommodated subject to adequate notice.

**Holiday Club** - Snacks will offered/ provided throughout the day as follows:

8am - 10.00am - Morning snack: fruit; yoghurts; raisins; cracker breads; toast etc.

12.00pm - LUNCH IS NOT PROVIDED – Children must bring their own lunch.

14.00pm: Afternoon snack – This will be a cooking activity where children can create/ make their own snack.

16.00pm: High tea (as After School Care).

### Safety Vest

Your child will be issued with a high viz vest on their first day (after school only) and this is to be kept in their book bags. Each child must take responsibility for their vest and ensure they are kept in their bags when they are not wearing them. We ask that the vests be taken home during half term / holiday breaks for cleaning. A deposit of £10 will be added to your invoice for each high vest. This deposit is non-refundable if the vest is lost or not returned when your child leaves the club.

### Infection & Sickness

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If a child becomes unwell during session, we will inform the parent as soon as possible to discuss the best course of action to take. In the case of minor ailments, it is likely that we can care for the child in the club. If a child has been ill at home and is recovering it is possible for us to care for the child at the club with your G.P.'s consent. However, we do recommend the child remain at home until they are fully recovered.

While the club can cater for many minor illnesses or injuries, any child with a high temperature or suffering from sickness and diarrhea CANNOT BE AT CLUB. In this situation the parent/carer will be contacted and asked to make arrangement for the child to be collected as soon as possible.

Any child who has suffered from diarrhea, sickness or high temperature must be kept away from the club for a period of 48 hours after such symptoms have ceased without use of paracetamol.

### COVID-19

Please follow the guidance in our Covid-19 safe operating procedure and outbreak management plan.

NB. Fees are still payable if your child needs to self-isolate or is not in attendance due to covid as allocated places cannot be filled in short notice and outgoing costs remain the same.

### Medications

Medicine is not to be given to any child without written permission of the parent/carer and unless prescribed by the doctor; In the case that the school has had written consent prior to the child attending after school club, a verbal request from the parent to the club manager to administer medicine will be accepted and a form completed when the parent collects the child.

If the club manger doubts the person's identity, a phone call to the parent on the phone numbers provided will be made as confirmation.

No child under the age of 16 should be given medicine containing aspirin unless it has been prescribed by the child's doctor (Statutory Framework for the Early Years Foundation Stage. May 2008).

Non-prescription medication such as pain relief may be administered by staff, but only with prior written consent of the parent and only where there is a clear health reason.

### First Aid

In the event of a minor accident, First Aid will be administered by an appointed First Aider and a written account will be entered into the 'Accident Book' which must be signed by the parent/carer.

If an accident should occur that we feel requires hospital treatment, we would try to contact a parent/carer immediately. If in this situation we are unable to make contact we will endeavor to make a member of staff available to escort the child to hospital, where again, efforts would be made to contact a parent/carer.

In the unlikely event that we are unable to contact the parent/carer and no member of staff is available to escort the child, we would contact the Emergency Contact (supplied on the registration form) and request that they escort the child to the hospital.

N.B. Written permission must be given by Parents/Carer to allow us to arrange for your child to be escorted to hospital - if you are happy for us to take on this responsibility, please sign the appropriate section on the Registration Form.

### Security Arrangements

In the event of an incident the security of the children within the club will be the responsibility of the Club Manager/Deputy Manager. In the case of fire, the children will be evacuated to an area outside the building and the relevant services called upon.

### Insurance

Jules et Lis out of school clubs carries full Public and Professional Liability Insurance. Parent/carers are advised that they may wish to take out additional accident insurance, which their insurers can advise.

### OFSTED Registration

Jules et Lis Out of School clubs are registered and inspected by OFSTED.

### Childcare Tax Credit Scheme

Jules et Lis out of school clubs co-operates with the Inland Revenue in verifying all claims made under the childcare element of the Working Tax Credits Scheme.

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### Childcare Voucher Schemes

Jules et Lis accepts all childcare voucher schemes.

### Reservation of Rights

Jules et Lis reserves the right to close the club in the event of staff shortage or any other reason which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.

Jules et Lis reserves the right to amend these terms and conditions at any time and will give written notice of such changes to parents/carers.

### Grounds for Suspension/Exclusion

Jules et Lis reserves the right to exclude on the following grounds:

- Persistent poor behavior on the part of the child (which includes but is not limited to, bullying; verbal abuse; physical violence; racial incidents; defiance; rudeness; dishonesty; disobedience; deliberate damage to property), or non-persistent incidents of a particularly serious behavior which endangers children or staff  
All incidents will be recorded by staff and appropriate action taken. Please see unacceptable behavior policy.
- Where a parent is in breach of any of our terms and conditions.

### Zero Tolerance

Jules et Lis does not tolerate violence, aggression, or intimidation by service users, be they adult or child.

A child's place will be withdrawn with immediate effect to protect other service users or practitioners if deemed necessary at any time by the management team.