

Wraparound Care Terms and Conditions

January 2026

Pricing

- **Breakfast Club:**
7:45 - 8:45 - £5 per session
- **After School Club:**
15:25 - 16:30 - £5 per session
15:25 - 17:30 - £10 per session (This includes a light snack such as cheese and crackers, beans on toast etc.)

Bookings

- Wraparound care is available for children who attend Fladbury Primary School and Preschool and are aged 3 and above. We will consider older siblings who do not attend our school, but this would need to be discussed with the Headteacher in advance.
- All bookings for Breakfast Club and Afterschool Club must be made through Parent Pay.
- All bookings are subject to availability.
- Parents and carers of children who are in receipt of an Education and Health Care Plan (EHCP) must contact the school by telephone before making a booking.
- The person making the booking accepts the booking conditions on behalf of the account holder.
- All bookings must be paid for at the time of booking unless you are paying by Childcare Vouchers/Tax Free Childcare. If paying through tax free childcare, **please book a week in advance** to allow sufficient time for payment processing and tracking. If bookings are made in this manner, please see the booking instructions.
- Bookings for Breakfast and After School Club must be made a minimum of 48 hours in advance of the sessions required.
- Last minute bookings can be made, if places are available, by calling the school office on 01386 860301 (**not email or Dojo**) where staff will be able to add a booking on your behalf. Parents must agree to make a payment on Parent Pay for such additions, including the late booking fee of £2, at the time of verbal booking.
- All sessions must be booked in advance according to the booking terms above. No child is permitted to attend either Breakfast Club or After School Care club unless a booking has been made according to the terms and conditions above.

Cancellation Notice and Charges

- It is the account holder's responsibility to cancel any unwanted sessions. Any parents wishing to cancel their child's Breakfast Club or After School Care club sessions must do so on Parent Pay at least 48 hours' in advance in order for your account to be credited.
- If you wish to cancel **within 48 hours** of a booked session, you cannot do so via Parent Pay. It is the parents' responsibility to let the school know of any late cancellations by **calling the school office on 01386 860301** so that registers can be amended. In this instance a credit to your Parent Pay account, will **not be given**.
- Any booked sessions which are not attended will not be refunded unless 48 hours' notice of cancellation is given.

- If your child is not attending a booked session due to illness and you are unable to inform us with at least 48 hours' notice, the cancellation policy still applies as staffing and food will have been organised to include all booked children.

Last Minute Bookings and Charges

- A late booking fee of £2 will be charged for any booking made less than 48 hours in advance of the session required. The wraparound manager applies this late charge on your behalf to your Parent Pay account and must be paid prior to any further bookings.

Payments and Overdue Balances

- Various payment options for both Breakfast Club and After School Care club are available: Credit/Debit card or Tax Free Childcare.
- When paying by Tax-Free Childcare, please use your child's full name as the payment reference.
- Tax Free Childcare can be used for both full and part payment for both Breakfast Club and School Care club.
- Having an overdue balance may lead to your child's place being suspended until the balance is cleared, or ultimately the termination of your child's place at the club.
- Fladbury Primary School and Preschool will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Late Collection

- Late collection fees will be charged as follows:
 - Up to 10 minutes after the end of your booking will incur a fee of £5
 - Every 5 minutes after the first 10 minutes, will incur a further £5 fee. For example, if you are 20 minutes late you will be charged £15.
- If you are late on 3 occasions you will receive a formal warning via a meeting with the Headteacher, to review the ongoing suitability of childcare arrangements.
- If there are further incidences of late collection, we may terminate your child's place in Wraparound After School care.
- In the event that a child has not been collected by 5.45pm and we have not been able to contact parents and carers on any emergency contact numbers, it is school policy to contact Children's Social Care and the local police.

Safeguarding and Welfare

- All staff at Fladbury Primary School and Preschool are committed to safeguarding children from harm and abuse.
- If there is a concern about the welfare of a child, staff at Fladbury Primary School and Preschool will follow the school's Child Protection and Safeguarding Policy and procedures.
- Parents must inform and update Fladbury Primary School and Preschool of any conditions that may affect their child.
- We are unable to care for children in our Wraparound provision unless they are fully toilet trained and no longer wearing nappies or pull ups. Special arrangements may be made for children who need toileting support due to special educational needs and or disabilities.

Medication

- Parents must ensure that all medical information is kept up to date by informing the school office and that any medication provided is not out-of-date.
- Any medication needed must be provided by the parent.
- Alongside inhalers for asthma and medicines needed to treat longer term conditions, routine medicines, including painkillers and antihistamines can be administered.

Collecting

- Children can only be collected by a person authorised by a parent.
- The member of staff who sees your child out to you will note down the time of collection and sign the child out.
- Any last-minute changes to collection must be made by phone to the school office

Exclusion

- Fladbury Primary School and Preschool reserves the right to exclude or refuse any person without notice if we consider that their behaviour or presence compromises the positive atmosphere of the club or compromises the safety of themselves or others. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures

- If Fladbury Primary School and Preschool, Breakfast Club or After School care club are forced to close due to an external factor such as bad weather, an infectious or contagious disease outbreak, power cut, teacher strike or other industrial action, by order of Local Authority or Environmental Health, customers will not be liable for fees incurred and will be offered a credit on their parent pay account.

Schedule Changes

- Fladbury Primary School and Preschool may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions which may be out of our control. In such cases, we will ensure that parents are informed

Complaints

- If you or your child is not entirely satisfied with the services we provide, we would appreciate the feedback and hope that you feel you can share this informally with the Headteacher in the first instance according to the school's Complaints' Procedures available on the school website. However, if you feel that the complaint outcome is insufficient or would like to escalate your grievance further please contact the Chair of Governors via the school office.

Liability

- Fladbury Primary School and Preschool does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- Fladbury Primary School and Preschool take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property

- Staff at Fladbury Primary School and Preschool will endeavour to return all items which can be identified. Parents are asked to ensure that uniform and property is clearly named and to check these regularly to support this process.
- Unclaimed Breakfast and After School lost property may be disposed of at the end of a half term.

Data Protection

- Fladbury Primary School and Preschool collects personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
- For Fladbury Primary School and Preschool policies and procedures, please visit: www.fladbury.worcs.sch.uk