



# Parent Handbook

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# About Us

## Welcome to JPAC LTD

### **Safe, secure and fun environments for children to learn and develop.**

At JPAC Ltd we specialise in out of school childcare. We provide a wide range of activities helping children to socialize with friends, make new friends and enjoy time to play and explore new experiences.

We provide Breakfast Clubs, After School Clubs and Holiday Clubs for children between the ages of 4 years to 11years. Each school is different so please check our website.

As an Ofsted Good to Outstanding Early Years Provider, JPAC Ltd provide a wide range of fun activities – creative activities, outdoor play, cooking, imaginative play, quiet relaxing areas and table top games. Whilst we help children to develop their ideas, we also like children to have free choice when possible.

We pride ourselves on our professional approach and are passionate about delivering a safe, secure and happy clubs.

Our team of dedicated childcare professionals actively promote good working relationships between schools, parents, children and staff encouraging positive outcomes for children of all ethnic origins, religions, cultures, linguistic backgrounds and abilities ensuring that they feel valued and respected.

### **Our Mission Statement**

To provide Professional, Affordable, Reliable and Quality Out of School Childcare.

### **Status**

We are a not for profit provider established in the year 2000. We operate in schools within Derbyshire, Nottinghamshire and Sheffield. All our clubs hold either a Good or Outstanding OFSTED accreditation.

## **Policies and Procedures**

We take great care in ensuring we are constantly up-to-date with all current legislations and policies. We encourage parents and carers to read our policies and procedures, which can be found on our website or in the Policy Folder kept at each club

## **GDPR**

We are committed to ensuring the security and protection of the personal information that we process and to provide a GDPR compliant and consistent approach to data protection. More information about GDPR can be found on our website.

## **Complaints Procedure**

If you would like to make a complaint you should, in the first instance contact the manager of the setting. Should you be unhappy with the outcome please contact our MD Ryan Robertson 07971957839 who will deal with the situation and keep a written record of any complaint and action taken.

If you are still unhappy you have a right to refer the matter to OFSTED, details of which are shown below:

## **OFSTED Information**

ARC Team  
Piccadilly Gate  
Manchester  
M1 2WD  
Tel: 0300 123 1231

# Admissions and Bookings

## Admissions and Registration

Book, manage and pay for activity clubs and childcare in one easy-to-use and secure place.

Admission to all of our JPAC Ltd clubs, is made via our online booking system, iPAL. Through iPAL, parents and carers can register their children to enable them to book and pay for activities and childcare in advance.

iPAL gives you full access to your account information and makes it easy to book and manage your child's, care and out of school club bookings and attendance.

Our online booking and payment platform is available 24 hours a day 7 days a week and allows you to book sessions up to the beginning of the session you wish your child to attend. However it is **IMPORTANT TO REMEMBER THAT IF YOU BOOK AFTER 2pm YOU MUST ALSO phone/text the Club phone.** Places are not guaranteed and are subject to availability.

The iPAL platform is used to securely store your child's medical records and emergency contact information and a way for you to inform the staff of any relevant information you feel we should know about. We ask that parents and carers provide all relevant information and as many contact details as possible in case we need to contact you in an emergency.

### How to Register

Registering with iPAL is easy. Register in 4 simple steps.

**Step 1.** Visit JPAC Ltd website, then click bookings

**Step 2.** Complete the new parent registration form and click register

**Step 3.** Once you have completed your registration you will then need to add your child or children

**Step 4.** After you have registered you can use your username and password to sign in

For more information or to watch videos to guide you through the registration process and learn how to book, make payment and manage activity clubs and childcare there are helpful videos and information in the hints and tips tab on the platform.

## Bookings and Fees

All bookings, excluding funded sessions (please see funded hours section), are made via our online booking and payment platform, iPAL. Sessions are booked and paid for in advance and can be made up to the start of the session. 1 hour before the start of a session.

Sports courses must be booked as a block and are not available to book as individual sessions. **BUT if you book after 2pm you must also text/phone the Club phone.**

We ask that all sessions are paid for in advance. Any parent with unpaid fees will not be able to make any further bookings via iPAL. Should the balance remain unpaid after 7 days the account will be temporarily suspended until payment has been received.

Booking your child's sessions is your responsibility. You will be charged a £2 administration fee per child for each booking made on your behalf. If parents or carers continuously fail to book their child's sessions, in order to safeguard the children in our care, our setting and our staff, we may no longer be able to accept your child into our care.

## Unable to Book

In the event of the iPAL system not working please contact [enquiries@jpacschoolclubs.co.uk](mailto:enquiries@jpacschoolclubs.co.uk)



# Payments and Fees

At JPAC Ltd, we accept the following payment methods.

## Card Payments

Credit and debit card payments can be made instantly online and card details can be securely saved for quick payments.

## Childcare Voucher Payments

We accept Childcare Voucher Payments from the providers detailed further in this handbook. Please let us know if we are missing a provider. Childcare Voucher payments can be made via iPAL in two ways:

- Add voucher payments to your wallet so that you can then use your wallet for ad-hoc bookings
- OR make a booking and select to pay by Childcare Voucher

When making a payment with Childcare Voucher it is important that you provide us with all the information including the provider name to help us locate and verify your voucher payment and that you ensure payments are transferred from Childcare Voucher accounts at the time of booking.

You will also need to log in to your Childcare Voucher provider's account and make the payment manually to JPAC Ltd. Please note this can take up to 5 working days to be verified.

Please also note that iPAL cannot take the payment for you. **It is the parent or carer's responsibility to add the voucher information to iPAL. It can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.**

## Using Childcare Vouchers

If you wish to make payment via Childcare Vouchers, please find the JPAC Ltd user codes below.

Voucher Provider	Identification Number
Accor / Edenred	P20060010
Allsave	Please link to your school
Busy Bees	Please link to your school
Computershare	0007818331
Fidelity	Please link to your school
Kids Unlimited	Please link to your school
KiddiVouchers	Please link to your school
Sodexo	805355
Co-Op	85109072
Care-4	67187854
Early Years Vouchers	5599
RG Vouchers	Please link to your school
Tax-Free Childcare	Please link to your school

**Please note that it can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.**

## Government Tax-Free Scheme

We can accept payments through the government tax-free scheme. You can search for the JPAC Ltd settings via the government portal.

## Wallet Payments

Any additional payments or refunds will show as a credit in your wallet which can be used to make bookings. You can also add funds to your wallet to pay for your child or children's bookings.

## Cancellations and Credits

If you want to make any changes to your child's booking you need to cancel the session or sessions 7 days in advance. **This is your responsibility and can be done via the iPAL booking system. Please note that funded sessions cannot be amended.**

Any credit will be refunded to your online wallet and can be used to pay for future bookings. If your child is ill, it is important that you inform us via email, text or phone **BEFORE** (even if you can't cancel the session) so we know not to expect them on that day. **THIS IS A SAFEGUARDING ISSUE.**

## Late Fees

If you are late collecting your child you will be charged £10 per 15 minutes to contribute to the costs of the two staff who are legally required to stay to supervise your child, the rental of the setting space and the school caretaker/site manager.

For example, if you are due to collect your child at 6pm and you arrive at 6.15pm you will be expected to pay a late fee of £10. This fee is automatically deducted from your iPAL wallet. If you were to collect your child at 6.16pm the fee would be £20.

## Increase in Fees

As a Not for Profit Organization we have to ensure that the fees cover the complete cost of running the Clubs – wages, rent, equipment, insurance, registration with Ofsted etc. We reserve the right to increase fees, when necessary to cover these costs.

# Parent's Contract

Parent's Contract

All settings are owned and managed by JPAC Ltd

I consent for my child to attend sessions with JPAC Ltd. I understand that the setting has policies and procedures in place and that there are expectations and obligations relating to both the setting, myself and my child and I agree to abide by them.

I understand that JPAC Ltd is a childcare facility and that, whilst my child is there, JPAC Ltd is legally responsible for him/her. I am aware that it is my responsibility to ensure that all contact details, dietary requirements and medical conditions remain updated on my iPAL account.

I understand that my child will be provided with a snack and drink whilst at the setting unless otherwise requested. My child will receive stimulating, challenging play activities and learning opportunities in a fun and safe environment.

I understand that, once my child is handed over to the setting he/she will be in the care of the JPAC Ltd staff until collected and signed out by a "Named" responsible adult over the age of 16 years.

I understand that it is my responsibility to keep the Setting Manager informed of any alterations to the information regarding my child.

I accept that, whilst at the setting, my child may get involved in messy activities so will provide my child with appropriate clothing to accommodate this.

I understand that JPAC Ltd cannot admit my child into the setting any earlier than the appointed time and that I or another "Named" adult must accompany my child or children into the setting and sign in my child or children.

I understand that After School Club closes at 6.00pm and, if for any unforeseen circumstances I am going to be late, I will contact the Manager/Deputy. I understand that Social Services will be contacted for any "abandoned" children.

If my child remains at 6.30pm, after doing everything possible to contact myself and emergency contacts, then I understand that After School Club will be legally required to contact Social Services.

I understand that, if my child is not collected by 6.00pm, I will pay a charge of £10 per 15 minutes to contribute to the costs of the two staff who are legally required to stay to supervise my child e.g. if I arrive at 6.15pm I will be expected to pay a late fee of £10. This fee will go up to £20 if I still haven't arrived by 6.16pm and will continue to increase in increments of £10 per 15 minutes.

If my lateness is due to exceptional circumstances, I understand that I can contact Ryan Robertson 07971957839 to explain and appeal the late charge.

Whilst JPAC Ltd try to ensure the safety and security of items, I understand that they cannot be held

responsible for anything that is lost and stolen.

I have read the behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the setting and I will be liable to pay for these missed sessions. Should there be any incidents at the setting involving my child, I will be informed of the situation.

I understand that, if my child has an accident, then he/she will be treated by a qualified first aider and I will be informed of the situation as soon as possible. If there is a situation where my child needs urgent medical treatment and I am unavailable, a member of staff from JPAC Ltd may sign any consent forms necessary for treatment on my behalf.

Any information and details regarding my child will be treated as confidential. I realise, however, that there may be times, for example in cases of child protection concerns, when details of my child may be passed on to other agencies, for example, Police, Social Care, and Health Care Professionals.

I understand that any additional paperwork or invoices required will incur a £25 administration fee. **I also understand that it is the parents or carers responsibility to manage the booking of sessions.**

If parents or carers continuously fail to book their child's sessions, JPAC Ltd may no longer be able to accept your child into our care in order to safeguard the children in our care, our settings and our staff.

JPAC Ltd use social media to share important information and reach out to its many users, I understand that it is a breach of a staff member's privacy to name them on social media so will refrain from doing out of respect to the individual.

**I have read and understood the above terms and conditions and by including my children in any JPAC Ltd activity I agree to abide by them.**