

FAIRFIELD COMMUNITY PRIMARY SCHOOL
ROCHDALE OLD ROAD
BURY

27th April 2016

Dear Parent/Carer,

Owl Club

The Club is aimed at providing a service for busy parents and hopefully fun activities for children.

The service should support the vital good relationship between home and school rather than spoil it through disputes. We have therefore set out terms and conditions of club use on the back of the booking slip. Club users signing the booking form are confirming that they agree to the terms and conditions.

The main causes of any disputes are the fact that we have to charge for cancellation or when we are full and cannot offer a place. Unused sessions cannot be swapped unless the request is received the day before (24 hours notice). Refunds will only be issued in the case of absence due to child illness. Bookings can no longer be made on the same day (with the exception of Monday where they are accepted up to 10am).

Our policies have been developed over 15 years and we are confident that our charges are as low or are lower than any comparable club and that our booking and cancellation policies are more parent friendly than other clubs. Many schools require children to be booked in for a term in advance and require 4 weeks notice if the place is no longer required.

Any rudeness to staff relating to the Owl Club will result in the withdrawal of the use of club. Where parents are unhappy they should put concerns in writing to SBM, Mrs R. Horton, Headteacher, Mr Ashley or our governor with responsibility for out of school care, Mrs A Testa.

Thank you in advance for your consideration.

Yours sincerely,



C. J. Ashley
Headteacher

- Family discounts for up to 5.30pm will remain at £6 for first child, £3 for second and free for subsequent children.
- Family discount for up to 6pm will be £9 for first child, £4.50 for second and free for subsequent children.
- Late collection will incur a charge in line with the pricing structure.
- Late pick up after 6pm will incur a £10 fine in addition to the £9 booking fee. This is to cover the cost of staff having to work overtime as club staff finish at 6pm prompt and have to be paid an hourly rate.
- Regular late pick up after 6pm (3 x in a term) will result in the withdrawal of the use of this facility.
- Bookings must be made by the day before at the latest. No on the day bookings will be accepted (with the exception of Mondays or first day back after a school holiday where bookings will be accepted up to 10am).
- Any telephone bookings are made on the proviso that you agree to these terms and conditions.
- Payment should be made at the time of booking and must definitely be settled in the week that care was given. Arrears letters are sent home every Friday.
- Failure to pay fees on time will result in the withdrawal of the use of this facility until the arrears have been paid. Persistent non-payment will result in it being removed for the rest of the term.
- Arrears are regularly forwarded on to the Local Authority for them to raise invoices. This may result in debt collection agencies being involved if the invoice is not paid.
- Booking forms must include who your child is going to be collected by. If this changes then the school office must be notified.
- When dropping off or collecting your child we politely ask you to be as quick as possible. When parents stay behind to chat with either staff or other parents this distracts the staff away from supervising the children and unsettles other children. Children should bring all of their going home materials to the Club so that they do not have to go back to class.
- If you intend to reclaim the cost of before and after school club through Tax Credits then you must inform the school office. We are often requested to provide information to the HMRC to confirm the information you have provided them.
- Refunds will only be issued in the case of absence due to illness.
- Unused sessions cannot be swapped unless the request is received the day before care was to be provided at the latest.
- Places will be withdrawn where children's behaviour does not match school expectation.