

Shining Stars Kids' Club Contract

In order to ensure a safe and reliable service and efficient collection procedures; it is essential that a Shining Stars Contract is completed for your child(ren).

Bookings

Bookings must be made 24 hours in advance via schoolcomms or a booking form completed and handed in to the school office. Changes cannot always be guaranteed due to staffing levels and numbers of children attending.

Payment

Payment must be made in advance via schoolcomms or by cheque (payable to Wise Academies Ltd) or cash.

Childcare Voucher payments are accepted. You must inform school of the Childcare Voucher scheme you will be using.

Cancellations

If your child will not be attending the club as per your booking (breakfast or after school), a phone call should be made to Shining Stars Kids' Club from 07:30 until 08:15, after which you should contact the school between 08:15 am and 4:15 pm (term time). Payment will be required for any cancellations made less than 24 hours in advance.

Children attending after school clubs (gymnastics; karate; multi skills etc)

Please note if your child(ren) attends an after school club at Prudhoe West prior to going to Shining Stars, you will have to pay for the hour 3.00pm to 4.00pm. This is to ensure staffing levels are compliant within the legal requirements. Your child(ren) will be collected after these clubs by the Shining Stars staff.

Emergency Contact

Any collection, which is not part of your regular booking, is classed as an emergency collection.

Emergency collections should be directed to Shining Stars Kids' Club tel 07563 554 348. If it is on the day your child needs collecting; **please do not leave messages on the answer machines.**

Collection Procedures

In order to maximise safety and security when collecting children from school, a documented procedure is in use and is available to all parents/carers.

In the interest of safety, parents/carers should remind children on the day that they will be going to after school club and notify the class teacher.

Children will only be permitted to leave at the end of the session with the person named for collection on record. Parents/carers should inform us in writing of any changes to the named person so records are kept up to date for security purposes. Please note it is the parents/carers responsibility to up-date contact telephone numbers themselves and their emergency contacts as it is extremely important that parents/carers are contactable at all times.

LATE COLLECTIONS:

Parents/carers will be responsible for any additional operational costs incurred because of late collection. This can include caretaker costs due to additional hours worked to keep the school open until the child is collected.

Administration of Medicine

Should staff be required to administer prescribed short-term or long-term medication to your child, you will be required to complete a Medicine Administration Form as per our policies and procedures and all medicines must be given to staff in their original containers, with the child's name and dosage on as prescribed by their doctor and with the correct dispenser/spoon so the dosage is correct.

Two staff members will be designated responsibility for administering the prescribed medication and you will be required to instruct them in the procedure for this.

Please note we are unable to administer any medicines that have not been prescribed to your child by a doctor.

It is the responsibility of the parent/carer to notify the staff of any changes to regular prescribed medication and to supply us with up-to-date medication so it does not fall out of date.

Loss or damage to property

Shining Stars Kids' Club cannot be held responsible for the loss or damage to children's property. Parents/carers should encourage children to take care of their own personal belongings and refrain from bringing toys etc. into the setting.

Customer Comments

Shining Stars Kids' Club is committed to providing the highest quality service for your children and yourselves. Should you wish to make any comments or suggestion about the service we provide they will be gratefully received. **We value your opinions and suggestions and would always encourage any feedback on any aspect of our care.** If you wish to talk to a playworker rather than write officially, we always have time to speak to parents/carers.

**Shining Stars Kids' Club
Prudhoe West First School
West Road
Prudhoe
NE42 6HR
Tel: 07536 554 348 (Kids' Club mobile); 01661 832288 (school)**

**Carrie Davison: Headteacher
Lisa Jones: Senior Play worker
As the parent/carer of the above child(ren):
Shining Stars Kids' Club Contract – June 2017**

Name of Child:

School:

Class:

- I understand and agree that bookings must be made **24 hours in advance** by accessing the online booking system – www.schoolgateway.com or by contacting the school office direct (01661 832288). If this is not possible and I book online less than 24 hours in advance, I understand I also need to ring school to confirm my booking has gone through.
- I agree to pay the set charges.
- I understand and agree that I must either pay in advance for sessions or no later than the day of the session.
- I understand and agree that if I need to cancel the session with less than 24 hours' notice, I will still be charged for that session. (This is in line with other child-minding/childcare organisations).
- I understand and agree that if I am late collecting my child I will be charged £6.00 for every 1-15 minutes I am late eg 1-15 minutes = £6.00; 1-16/30 minutes = £12.00 etc

Signed: _____ (Parent/Carer)

Date: _____