

Extended Services: Key Terms & Conditions

Please find below some key information relating to our Breakfast and After School clubs for all schools using the Magicbooking system within the Trust.

Fees

Each school is responsible for setting their own session and fee rates. These will be set and reviewed on a regular basis, usually annually.

Booking in advance

The minimum booking available is 24 hours' notice. This allows time to ensure the school have the correct number of staff in place. All bookings must be made directly on the Magicbooking website: <http://oakpartnership.magicbooking.co.uk>. Depending on numbers, it is possible we can accommodate a short-notice booking, but this cannot be guaranteed. The schools will not take repeat short-notice bookings. Booking in advance using the online system will secure the places you need.

Where a child attends a session that they are not booked in to, and where the session is already fully booked, the school may charge an additional late booking fee.

If children are attending any other activity club at the school, which is cancelled at short notice, the children can be accommodated at the schools' after school club where possible, if needed. If the club which has been cancelled is a 'paid for' club, there will be no additional charge due.

Cancellation

We need at least 1 weeks' notice if you wish to cancel a place at breakfast or after school club, or the session will be chargeable. Unfortunately, where a pupil is absent through illness the session will still be chargeable as staff will have been organised, unless there is an element of lengthy sickness and the appropriate notice is given.

The **only** exception to this notice period is where children are invited to represent their school at an event which means they will not attend their booked session, where the invitations are sent out with less than the given notice period. In this instance, the school can raise a credit for the account. This credit will only be applicable to the child representing the school, and not be applied to siblings if their sessions are also cancelled.

Cancellations must be made directly online by the parent/guardian via the Magicbooking site. Cancellations made in line with the notice period will automatically generate a credit note for your Magicbooking account.

Signing in / out & Collections

The schools run a daily register for each of the breakfast and after school clubs on offer, and parents must ensure pupils are accurately signed in at breakfast club, and/or signed out from after school club.

Pupils will only be released to adults (aged 16 and over), or in the case of an older sibling, at the expressed consent of the parent where the sibling is of an appropriate age. Where an 'unknown' adult arrives to collect your child(ren), they will be asked to provide the collection password which can be set online in your Magicbooking account.

If there is ever any doubt about the person who arrives to collect your child from after school club, the child will not be released without the staff speaking to you in the first instance.

Late Collection

Late collections are billed at the discretion of each school. Please also ensure that you telephone the school to advise that you will be late so that staff are aware. If you are late collecting your child on more than two occasions within a half term period, the school has the right to withdraw your child's place.

If your child has not been collected 30 minutes after the end of their booked session, and there has been no contact from you, the club staff have a duty of care to contact the Designated Safeguarding Lead of the school, who will instigate the process in our 'Protocol for Uncollected Children'.

Invoicing / Payments

The schools will no longer accept cheque or cash payments. Payment can be made via card and/or childcare voucher. The Magicbooking system will automatically generate an invoice upon the creation of your booking, and information on the dates covered for each booking will be found included in this invoice.

Where a booking covers more than 34 days, the system offers the option of creating a 'payment plan' for your booking.

Payments must be made in advance.

It is always possible to check the details of any sessions you have booked, and details of instalments created by logging in to your account, and accessing the My Bookings section. Details of upcoming instalments can be checked in this area as well.

If your Magicbooking account shows an overdue amount, you will be unable to make any further bookings until the overdue amount is cleared.

Voucher and Tax Free Childcare Payments (TFC):

All voucher/TFC payments have to be manually applied to the invoices in Magicbooking once we have confirmation they have been received. In order to improve the speed and accuracy of allocation of these payments, we ask that you please provide a screen-shot or print of confirmation of any voucher/TFC payment made to your schools main office. Any payments made must include the reference number of the booking you wish the payment to be applied to. Where there is no reference with the payment, there may be a delay in it being added to your account, or we may be unable to allocate the payment and the amount will remain outstanding on your Magicbooking account.