



THE SQUIRREL CLUB

Tel: 01625 704 513

Email: thesquirrelclub@aecps.org

Terms and Conditions

TERMS AND CONDITIONS FOR THE SQUIRREL CLUB 2024/2025

Definitions

In these terms and conditions...

- **You** means the parent or carer of the child(ren) attending The Squirrel Club
- **Us/we/our** means The Squirrel Club
- **TSC** means The Squirrel Club
- **Manager/Headteacher** means the Manager of The Squirrel Club or Headteacher (or in her/his absence the Deputy Headteacher or Bursar)
- **The School** means Alderley Edge Community Primary School
- **In Writing** includes by email to thesquirrelclub@aecps.org

REGISTRATION

You must complete our Registration Form before any child can be given a place at TSC.

Registration Forms

Can be obtained from the Manager/Headteacher or downloaded from the School website.

<https://www.aecps.org/page/the-squirrel-club/113973>

You must notify us in writing of any changes to the information given on the Registration Form as soon as possible and ensure that all contact details we have for you are kept up to date. New Registration Forms will be required every Autumn Term.

Regular session bookings can be carried forward each academic year but will need to be reconfirmed in writing. It will be assumed that the places are required all three terms of the academic year unless you advise us otherwise. The usual cancellation notice period will apply – see below, but early notice will be appreciated.

All information that we hold relating to your child(ren) will be held safely and confidentially.

CONTACTING THE SQUIRREL CLUB

- The Squirrels club telephone line 01625 704 513 is available during club opening hours :
 - term time hours: 7.45-8.45 and 14.00-18.00
 - holiday hours 07:45-18:00.
- Bookings can also be made by email bookingTSC@aecps.org
- in an emergency, bookings can be made via the main school office 01625704510
- If you leave a voicemail or send an email then you will get a reply to confirm whether your request for a place can be accepted. If you do not get a reply then please phone the school office again within 24 hours or for bookings on the same day please keep ringing until you speak to someone. NB: Please leave your name, number and email address on any voicemails.

- Please do not rely on leaving a message or sending an email. If you have not heard back from someone, then *the booking is not confirmed*.

TERM TIME BOOKINGS

1. Pre-Booked Bookings – Term Time

All regular weekly sessions and bookings pre-booked .

Cancellation of Pre-booked places – Term Time Only

- You must give us at least 2 weeks written (or emailed) notice to cancel a pre-booked place otherwise the full fee is payable.
- Cancellation of regular bookings for a period of more than 1 school week will release your places for the following half term onwards to the waiting list.
- Pre-booked places cannot be swapped to alternative days.
- The above applies even if the reason relates to an Alderley Edge CP school activity (e.g. PTA film show)
- Please advise TSC if you child won't attend even if it is within the 2-week window.

2. Ad Hoc Bookings – Term Time

- All irregular bookings will be charged the adhoc rate.
- Please note availability is limited and cannot be assumed.
- Bookings cannot be considered secure unless you have had verbal or email confirmation.

Cancellation of ad hoc session - Refunds will not be given for any cancelled ad hoc places.

3. Unbooked places (same day/late pick up) – Term Time

Where children aren't picked up from school or after school activities on time the TSC late pick up charges will apply as additional emergency resource will be required (See TSC Price List). These charges will usually be invoiced within 3 days of the attendance date.

HOLIDAY CLUB BOOKINGS

Places for Holiday Club can be pre-booked or requested on an ad hoc basis. Both are subject to availability.

1. Pre-Booked Places

- All bookings made more than 2 weeks in advance will be considered pre-booked .

Cancellation of Pre-booked places –

- Refunds will not be given for any holiday places.
- We cannot swap pre-booked places to alternative days.

2. Ad Hoc Bookings (less than 2 weeks)

- All bookings made within 2 weeks of the booking date will be considered ad hoc and charged the adhoc rate.

Cancellation of Ad hoc Places

- Refunds will not be given for any holiday places.

FEES

TSC (via the Governing Body) reserves the right to review and increase fees annually.

Payment of Fees

- Invoices will be issued as follows:
 - at the end of each half term for pre-booked places, ad hoc bookings and any additional charges
 - On the first day of term following the holiday for holiday club.
- You **must** pay all invoices **within 28 days** of the date of the invoice.
- Parents of children who do not attend Alderley Edge Community Primary School will be asked to pay for holiday sessions in advance to secure the booking.
- Monthly invoices can be provided upon request.

Late Payment

- Invoices for Alderley Edge Community Primary School parents must be paid promptly and within 28 days.
- Any difficulties in meeting this condition should be discussed before the payment is due, in confidence, with the Manager/Headteacher
- Late payment will result in the following **additional charges**:
 - £25.00 for reminder letter/email 28 days after invoice date
 - £25.00 for second and final reminder letter/email 14 day after the first reminder letter plus a surcharge of 10% of the total invoice
- If a payment remains outstanding 42 days after the initial invoice date:
 - Regular booked slots will be released to the waiting list
 - your child/ren will not be permitted to attend The Squirrel Club until the outstanding amount has been paid in full

Childcare Vouchers

Payment by Childcare Vouchers is accepted, please inform The Squirrel Club of the name of the Childcare Scheme you will be using and the date each payment is made.

Sibling Discount

Sibling discount will be applied to one or more children if one or more children from the same immediate family are in club at the same session. The discount will only apply to sessions where at least 2 siblings are in attendance, not all family bookings.

CHILDREN WITH ADDITIONAL NEEDS

At The Squirrel Club, we seek to promote inclusion for all children with additional needs. This includes the employment of additional, suitably qualified playworkers to support on a one to one basis for children who have an Education and Health Care Plan (EHCP) in a school setting. Where a child has a one to one need, a separate charging structure applies that is available on request. Parents can consider using EHIP payments to support with the additional charges. See <https://livewellservices.cheshireeast.gov.uk/Services/8/Early-Help-Individual> for more details. It is the responsibility of the parent to inform The Squirrel Club if their child has an EHCP on their registration form.

ABSENCES

Please let us know as soon as possible if your child(ren) will not be attending TSC to avoid concerns over missing children. If your child(ren) does not attend his/her place before school please let us know whether collection from School is required in the afternoon.

Sickness and Illness

- ▣ No refunds are given for absence due to illness unless your child has been ill and absent from The School for more than 5 consecutive days.

Emergency Closure

- ▣ TSC reserves the right to close TSC in the event of an emergency or adverse weather conditions. In such circumstances, a full refund for any missed sessions will be given.

DROP OFF / COLLECTION

- Please park considerately when you drop off and collect your child(ren).
- Do not park in areas designated no parking (demarcated with cross-hatchings on the road), in parking areas designated for staff and/or those with disability or in turning areas.
- You must sign your child(ren) in and out of TSC. No one under the age of 16 years is allowed to drop off or collect a child.
- Under no circumstances will a child attending TSC be allowed to leave with anyone other than you unless you have notified us of the name, address and telephone number of that person.
- The Squirrel Club opens at 7.45am. You cannot leave your child(ren) at TSC before this time. Please do not ask to avoid the staff having to refuse entry.
- TSC closes promptly at 6.00 pm. In the event of an emergency and you going to be late to collect your child(ren) you must contact us as soon as possible to let us know. As per our price list, a late fee will be applied.
- If you repeatedly collect your child (ren) late, we may send you written notice to withdraw your child(ren) from TSC.
- Parents must inform The Squirrel Club directly via email or telephone if a child is no longer going to be in TSC session or is attending another afterschool club prior to TSC.

BEHAVIOUR

We expect your child(ren) to treat others, as they would like to be treated, be polite, helpful and considerate to others and to take care of the area they are using in the School. The Alderley Edge Community Primary School behavior policy applies at The Squirrel Club and children must follow the school rules.

The 5 basic rules are:

1. We look after each other and school property
2. We follow instructions quickly
3. We behave sensibly
4. If we or others have a problem - we tell an adult
5. We accept responsibility for our actions

TSC staff will inform parents/carers on collection, if your child(ren)'s behaviour has been inappropriate

At The Squirrel Club, we recognise that some children with recognised additional needs and disabilities may find managing their behaviour more challenging. In line with the Equality Act 2010, in appropriate behaviour linked to disability will be recognised and reasonable adjustments for these children will be made.

The TSC manager reserves the right to refuse access to club for children who cannot follow the school's behaviour policy at puts at risk the safety of themselves and others.

We operate a culture of mutual respect at The Squirrel Club. All parents of children using The Squirrel Club are expected to follow the policies and Home/School Agreement of Alderley Edge Community Primary School copies of which are available on the school website www.aecps.org

SAFEGUARDING

At The Squirrel Club we take safeguarding children as a key priority and safeguarding is 'Everyone's Responsibility'.

The Squirrel Club follows the same safeguarding policy as Alderley Edge Community Primary School. See website for more details.