



Croftlands Infant and Junior Schools

Extended Services Parent and Carer Agreement

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Agreement overview

At Croftlands Infant and Junior Schools, we offer wraparound childcare services, such as breakfast and after-school clubs, to help parents and carers. Alongside this, we offer numerous extra-curricular clubs and activities for pupils.

Where your child attends one of these clubs, there are certain guidelines that you, as a parent, are expected to adhere to. This agreement outlines your responsibilities and provides clarity on the procedures we have in place for attendance at our clubs. This ensures we keep everyone safe. Space is provided for you to sign, to validate that you agree to the terms included in this document.

You will have been provided with two copies of this agreement. Please sign both copies and return one copy to the school office. The other copy should be kept by you.

1. Wraparound childcare

- 1.1. Our schools offer wraparound childcare, which includes breakfast and after-school clubs.
- 1.2. We are committed to taking positive and proactive steps to ensure that we provide a safe, caring and welcoming environment, which promotes and reflects cultural and social diversity and is equally accessible to all. We adhere to the school's Equal Opportunities policy.
- 1.3. Parents can request wraparound care for children from Year Nursery (Owls Class) up to and including Year 6.
- 1.4. Our club sessions run as follows:

Club	Times
Breakfast club	<u>7:45am-8:45am (7:30am by prior arrangement)</u>
After-school club	<u>3:30pm-5:30pm (6:00pm by prior arrangement)</u>

- 1.5. If you would like to request emergency ad-hoc sessions, you need to contact the school office, giving as much notice as possible. You will be notified if we can offer a place as soon as possible, no later than one day before the session is due to run.
- 1.6. We open our bookings on School Hub one week in advance. Bookings can be made for the following week only. This enables us to manage and plan our staffing ratios safely.
- 1.7. You must ensure your school account with us is in credit for your application to be considered.
- 1.8. We may refuse requests if any of the following conditions are met:
 - *There is a lack of suitable space*
 - *There is a lack of demand from parents*
 - *Your school account with us is not in credit*
 - *Your child has previously attended the club and you have breached the terms of this agreement*
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2. Aims of our Wrap Around Care:

To provide care for children within the school community that meets the needs of parents/carers.

To provide a happy, welcoming, safe and secure place where all children are valued.

To provide a range of structured play activities to engage and stimulate the children.

Wrap Around Care is available for children from YN (Owls Class) through to Year 6 (Ospreys Class). Our After School Club provision is located on our Junior School site. The Infant and Juniors currently have separate Breakfast Clubs.

Children will be offered a light snack and a drink. Typical activities include: lego, art and craft, outdoor play, role play, board games and team games.

Our Wrap Around Care staff consist of Paediatric First Aid trained and Basic First Aid Trained.

3. Admissions and fees

3.1. We have a first come, first served policy for admissions to our clubs. If places have been filled, applications are placed on a waiting list.

3.2. We will prioritise the waiting list as follows:

- Siblings of children who attend the club
- Children who are using their 30 hours' Free Childcare Entitlement for YN.

3.3. The following school policies apply to the Breakfast & After School Clubs:

- Behaviour policy
- Administering medication policy
- Children with Medical Conditions
- School Complaints procedure
- Health & Safety policy
- Child protection policy.

3.4. Alongside this document, you will need to complete and sign the following forms before your child attends the club:

- **Registration and booking form**

Croftlands Infant and Junior Schools will use existing school photo consent and medical details.

3.5. The standard daily fee for attending our clubs is as follows:

Club	Fee
Breakfast club	<u>£5.00</u>
After-school club	<u>£5.00 per hour</u>

3.6. All fees must be paid **in advance**. Payments must be received no later than **Friday** of the week before attendance. Bookings can only be made for the following week. This enables us to accurately plan for staffing ratios.

- 3.7. Where you have requested attendance on an ad-hoc basis, funds must be available in School Hub or an invoice will be sent to you **once your application has been accepted**. Payment must be received **before** your child attends the club. Late payments will **not** be accepted.
- 3.8. You must be aware of the following:
- *Payment should be through School Hub (our preferred option) or at the school office. No place will be given without prior payment.*
 - *Fees are charged if attendance is booked and the child does not attend*
 - *Late collection of children will result in a fee for the next session being charged.*
 - *No refund will be given for sessions only partly attended*
 - *No refund will be given if a child is absent or sick. Sessions may be cancelled in the event of a long-term absence and will be refunded.*
 - *No partial refund will be given if a child leaves before having food*
- 3.9. If our school closes a club due to unforeseen circumstances, you will **not** be charged for these sessions.
- 3.10. Fees will not be charged if a child is unable to attend a club as a result of attending a school trip organised by our school.
- 3.11. All penalty charges (in accordance with **section 6** and **section 3**) must be paid within **three** working days. Late or no payment may result in further charges.

4. Cancelling places

- 4.1. If you cancel your child's attendance at an ad-hoc session after payment has been made, no refund will be given.
- 4.2. You must give at least **one week's** notice if you are cancelling regular booked sessions. You will be required to pay **in full** for any sessions your child will be attending up until that point.
- 4.3. We reserve the right to cancel your child's place at the club either temporarily or permanently if any of the following conditions are met:
- *Payment is not received in line with the terms of this agreement*
 - *Your child's behaviour breaches our **Behaviour Policy***
 - *You are in any way in breach of this agreement*
- 4.4. If your child does not attend the club **three** times or more in a row without informing us, their place will be cancelled and given to another child on the waiting list.

- 4.5. If you are more than **30 minutes** late to collect your child, or are **15 minutes** late **three** or more times, we may also cancel your child's place at any subsequent clubs.
- 4.6. Fees will not be refunded to you if any of the conditions in 3.3, 3.4 or 3.5 are met.

5. Arrivals and departures

- 5.1. We record the attendance at each club using a register. If your child was booked to attend the club and is not present when the register is taken, we will contact you immediately.
- 5.2. We will ensure that a member of staff is always present at the collection and departure point to escort children.
- 5.3. At the end of the after-school club, our club staff carry out checks to ensure the safety of every child attending the club.
- 5.4. Only registered individuals that you have informed us of will be able to collect your child. If someone has not been previously registered and they will be collecting your child, you (or another registered person) must inform us at least **half an hour** in advance.
- 5.5. Registered persons must be given a password by you, that has also been communicated us, to collect your child.
- 5.6. If you, or another registered person, are running late to collect, you must notify us at least **10 minutes** before the club closes by ringing the **school office** on the After School Club number:
- 5.7. Children are not permitted to leave the premises unaccompanied at any time.

6. Uncollected children

- 6.1. If you are late to collect your child, we will initiate the following procedures:
 - *We will contact you using the contact details provided on the registration documents.*
 - *If contact cannot be made, we will leave you a message. The member of staff will then attempt to reach the emergency contacts you have provided on the registration form.*
 - *We will charge you for the additional session.*
- 6.2. If you are more than **30 minutes** late, we will initiate the following procedures:
 - *We will contact you again and leave another message, if no contact can be made.*
 - *We will continue to attempt to reach emergency contacts.*
 - *If no contact can be made with either yourself or an emergency contact, we will contact the local social care team for advice.*

- *Your child will remain on the premises with a member of staff or will be placed with the local social care team.*
 - *If your child has left the premises with the social care team, a note is left on the door to the club informing you of your child's location, a contact number and address.*
 - *We charge you for the additional session and may cancel your child's place at subsequent clubs.*
- 6.3. You should be aware that repeatedly being late to collect your child or consistently not collecting your child may be a safeguarding concern. If staff believe this is the case, they will raise their concern with the school's designated safeguarding lead who will investigate further.

7. Medication

- 7.1. All medication is administered in line with the school's **Administering Medication Policy**.
- 7.2. **You must inform us of any known illness or your child has any medication that is required to be administered during their time at a club.**
- 7.3. You must inform us of any known allergies or other medical information that may affect your child's time at a club.
- 7.4. We will use the medical information and consents already provided to school. **It is your responsibility to inform us of any changes.**
- 7.5. You must inform us of any changes to the dosage or frequency of any medication as soon as possible. A new medical form will be given to you to complete.
- 7.6. You must inform us of any changes to your child's medical information as soon as possible. A new medical form will be given to you to complete.

6.Children's behaviour

- 7.7. We expect the children to behave well. We refer to our Behaviour policy when setting out the expectations of behaviour; just as we do during the school day.

8. Additional information

- 8.1. You must notify us in writing immediately of any changes in contact details, family situations, such as court orders, or any risks in relation to your child for which special precautions may be needed.

9. Agreement

- 9.1. Please read the following terms and conditions and sign as appropriate.

I, _____ (name of parent/carer) agree that I:

- Will provide the school with all information outlined in this agreement, as well as any additional information I deem necessary.
- Will submit requests for my child to attend school clubs as outlined in this agreement.
- Will send fees in line with the timescales specified.
- Will inform the school if I will be late to drop off or collect my child.
- Will adhere to the cancellation procedures if I wish to cancel my child's place at the club.
- Understand the terms under which refunds will and will not be given.
- Understand the penalty charges that I may incur as a result of late cancellation notice or being late to collect my child.
- Understand the school may cancel my child's place if I breach any of the terms outlined in this agreement.
- Understand the school may cancel my child's place if my child breaches our Behaviour Policy.

Signature: _____

Date: _____