**After School Club Terms & Conditions**

**Fees**

Dalmain’s After School Club fees are: **£13 per day** **with a sibling discount of £11 per day.**

* Fees must be paid in advance every Friday at least for the following week to keep the place for your child. You can pay fees for as many weeks in advance as you wish.
* Failure to comply with these terms & conditions will result in the club withdrawing its services.
* If your child attends a curriculum club after school payment for this will be on top of payment for Dalmain’s After School Club.
* Any changes to fees will be discussed and agreed by Dalmain Primary School and parents will be informed with as much notice as possible.

**Deposit**

* When registering your child you must provide 2 weeks’ fees in advance as a deposit to secure the place. If you decide not to take up the place, the deposit will not be refunded.
* All deposit payment must be via ParentMail – Childcare Vouchers cannot be used for the deposit payment.

**Absences**

* If your child is absent from for any reason, fees must still be paid in full for that period.

**Ad Hoc Spaces**

* We do not offer any ad hoc spaces. If you require an ASC space, you must apply through the School Office and we will try to accommodate at the start of the following term.
* A space is not guaranteed if requested.

**Dates & Times**

* Dalmain’s After School club will run 190 days a year in line with the school term.
* After School Club will run from 3:15pm-6:00pm on these days.
* There will be no after school club on INSET days, bank holidays or during the school holidays.

**Change of Dates Requested**

* You can only change the days of ASC provision required at the start of every new half term – ad hoc change of days will not be facilitated due to our staff : pupil ratios and to ensure that all children remain safely supervised.
* You must submit a request at least 2 weeks before the end of the previous half term.

**How to Pay Fees**

* Fees can be paid by via ParentMail on any day of the week and by Friday at the latest.
* Please be advised we do not accept cash payments.

**Notice Period**

* When you plan to stop using the service, you need to give 2 weeks’ notice.
* You can discuss giving notice with the Office Manager but any final confirmation of ending your child/ren’s space, including the final date, must be put in writing.
* The deposit can either be returned to you on your child’s last day or be offset against the final 2 weeks’ fee.

**Arrears**

* If your fees fall into arrears and your child is attending without prior payment then you will receive a reminder notice during the first week of arrears. This will be your first warning.
* If you continue not to pay, you will be given an extra week to clear the arrears while your child attends the after school club.
* If arrears aren’t cleared within this two-week period then your child’s place will be withdrawn and your child will not be eligible to attend the after school club. The will be your final warning. Your child’s place will be withdrawn immediately.
* Please note that if your child is withdrawn from the after school club after failing to pay during the two-week period they don’t have an automatic right to re-join at any time.
* If arrears aren’t cleared within the two-week period you will forfeit your two week deposit which will be used to cover any outstanding debts.

**Late Collection & Uncollected Children**

If a child is not collected at the end of a session, Dalmain’s after school club staff will take the following steps:

* Late collection of your child will result in the imposition of a fine:
* Up to a maximum of 5 minutes – £10.00 per child
* Up to a maximum of 10 minutes – £20.00 per child
* More than 10 minutes late – £30.00 maximum charge per child
* Payment for late collections will be taken on the day through debit card.
* Persistent late collection will result in the loss of your child’s place at the after school club.
* If a parent/carer or designated adult is more than 15 minutes late, the after school leader will attempt to contact the parent/carer or designated adult using all agreed contact details in order to try to ascertain the cause for delay and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
* Your child will be supervised by at least two members of staff while waiting.
* If, after repeated attempts, no contact is made with the parent/carer or designated adult, and a period of 30 minutes has elapsed, we will seek advice from Lewisham social services.
* We will continue to try and contact the child’s parent/carer or designated adult with updates.
* The child will remain in the care of the after school club until they are collected by the parent/carer or designated adult, or alternatively placed in the care of social services.
* Under no circumstances will a child be taken away from Dalmain’s premises by school staff.
* Incidents of late collection will be recorded and discussed with the parents/carer at the earliest opportunity.