

PARENTS' INFORMATION (TERMS AND CONDITIONS)

Registration

We can only accept bookings for children who have been registered using our registration form. You can register with no obligation on you to book any sessions or on us to accept bookings for specific dates. Any changes must be sent to us promptly as well as any information we need to know to ensure your child's well-being. As of the 25 May 2018 new General Data Protection Regulations came into force and The Ridgeway Red Kites Club is now GDPR compliant.

Regular Term-time Bookings

A confirmed booking is a contract between you and The Ridgeway Red Kites for the supply of childcare and the following terms and conditions apply.

Bookings are subject to our booking terms and conditions at the time you book (on the reverse of the booking form). Regular bookings are those made before the start of each half term. Once confirmed a regular booking must be paid for and it guarantees your child's place for the sessions booked and priority in booking for the following term once you have paid for the current term. An invoice for the term will be issued during the first week of each half term to be paid within 10 days.

Other Term-Time Bookings

"Ad-hoc" bookings may be made on the day or beforehand. Bookings made without a booking form (whether made by phone, email or in person) are firm bookings once confirmed by us and must be paid for even if you change your mind. Payment is by cash and payable upon the collection of your child.

Payment

We currently accept payment by childcare vouchers, cheque and cash. (We are currently setting up a BACS payment system).

Refunds

We will not issue refunds if your child is unable to attend a booked session. If we let you change the date of a session you have booked it is entirely at our discretion. If we are unable to run a session because the school is closed unexpectedly, or in other exceptional circumstances, we will issue a credit or refund the session fees. This is the limit of our liability.

Late Collection

We will charge you an extra £10 for each child collected more than 15 minutes after a session ends unless there are circumstances that we agree are exceptional and you tells us before the end of the session.

Late Payment

We will charge you a £10 administration fee if you do not pay an invoice on time.

Illness

If your child is not well enough to attend school, they are not well enough to attend the club. If children attend who are unwell, or become unwell, we will ask you to collect them straight away.

Safeguarding

We care about the safety and well-being of all the children in our care so we take our safeguarding and child protection responsibilities seriously. These include reporting any serious concerns about a child's safety or well-being to the appropriate authorities. This is a legal duty of all childcare providers. Safeguarding and child protection good practice is incorporated in our policies and procedures which are always available for parents to read at the club. Any queries please contact our Safeguarding Lead, Mrs Anna Cassidy.

Behaviour

If your child's behaviour is disruptive to the club, we will discuss this with you and how we can address behaviour issues together. However, persistent bad behaviour may result in temporary exclusion or loss of a place at the club.

Complaints

If you have any concerns about the quality of our childcare, please talk to our Play Leader, Mrs Anna Cassidy or follow the complaints procedure in the parents' handbook.