



WISE OWLS BREAKFAST & AFTER SCHOOL CARE

TERMS and CONDITIONS

1. Parents will be required to login to their child's account on our Arbor system to book Wise Owls. Bookings must be made by parents, the school office are unable to do this on parents behalf.
2. Places in Breakfast and After School club are not currently limited, however, this could change dependant on staffing and ratios. Should it be necessary to implement limited numbers, parents will be notified and places will be on a first come, first served basis. Once a session is full, the system will not allow you to make a booking and you will need to ensure you have alternative arrangements in place for your childcare.
3. Breakfast Club session is from 7:45 am – 8:45am with the latest admission time being 8.30am. A breakfast snack will be served before 8:15am.
4. After School Club session is from 3:00pm – 5:30pm Monday to Thursday and 3:00pm to 5:00pm on Friday. Children will be given the choice of a biscuit or fruit upon arrival at 3:00pm. A snack will be provided for those booked in after 4:00pm.
5. Parents will be contacted if any child is present at school out of normal school hours and does not have a confirmed place in Wise Owls.
6. It is MAT policy that all services should be funded by upfront payments. Payment can be made by debit card or by using childcare voucher/tax free childcare scheme via the Arbor system. It may take up to 5 days to allocate childcare vouchers.
7. Cancelled sessions with less than 5 days notice will not be refunded. If your child is absent for any reason, including illness or holiday, you will still be charged for any sessions booked. If there are exceptional circumstances please contact the school office – all cases will be reviewed on an individual basis.
8. No person under the age of 18 will be permitted to collect a child from our care. If any person other than the parent or guardian is collecting a child from Wise Owls, staff must be informed of their identity in advance of the session and on arrival they must make themselves known to staff. Parents MUST notify Wise Owls staff when a child is to be collected by a different adult.
9. If a child is attending an after school club or activity 3:00pm – 4:00pm and Wise Owls is required after the session, the space must be booked and will be charged from 3pm to ensure a place is allocated. A refund for the cost of the club will be given if Wise Owls is booked for the duration of the course/activity. Refunds for clubs will not be given on an ad-hoc basis.

10. If your child becomes unwell whilst they are in Wise Owls a member of staff will contact parent/guardian from the emergency contact numbers provided to school.
11. If you need to contact Wise Owls during school hours (8.30 am – 4.00pm) please phone the school office on 0151 294 4737. **At any other time you must contact Wise Owls on 0151 294 3234.**
12. Children must be collected promptly. Please do not assume that your child can stay for a longer period than has been booked without communicating with school/Wise Owls staff.
13. If you are more than 5 minutes late to collect your child, we will add on an extra charge to your account as this is considered as going into the next session.
14. If your child is not collected before Wise Owls closes @ 5.30pm Mon—Thurs and 5pm on Friday, a late charge of £15.00 per child will be added to Arbor.
15. If your child has not been collected 30 mins from the end of the booked session, and we have not been contacted, it will become a Safeguarding matter and Safeguarding procedures will be followed. Therefore, if you know you are going to be late please ensure you contact Wise Owls.
16. Parents/carers are not permitted to use the staff car park for dropping off or collecting children unless they are a blue badge holder and have contacted the school office to make alternative arrangements. This instructions should be passed on to any adult who will be transporting your child.