



Dear Parents and Carers

After School Club Terms and Conditions

Following a review of the processes, procedures and staffing for After School Club (ASC), the terms and conditions have been altered. The new terms and conditions have been devised to ensure that there is a fair system and that as many children as possible have access to the After School Club. There have been many occasions where children have been booked in but not attended and parents/carers have not called the school to cancel. We have a waiting list of children whose parents have requested places and we have had to turn them away as the spaces have been booked up. If children do not attend, this is potentially a space which could go to another child on that occasion.

To enable the system to operate fairly and efficiently, you will be required to book 2 weeks in advance to ensure that staffing ratios meet health and safety requirements. You will have to pay for the sessions by the end of the week when your child has attended. If your child is unable to attend, you must give 24 hours notice. Failure to do this will result in you being charged for the booked session. By giving 24 hours notice, this enables the ASC to contact parents/carers on the waiting list to ask them if they need the space and obviously you won't be charged.

It is important that children are collected promptly as this has an impact on staffing levels. The busiest time is between 3.30pm and 4.30pm and the levels of staffing reflect this. There are less staff after 4.30pm so if parents/carers are late collecting children, this could compromise staff to children ratios. There is now a surcharge for late collection. Failure to pay this could result in your child not having access to ASC. There has been a slight change to the collection time at the end of the day. The latest you can collect your child is 5.55pm as the school is locked at 6pm, which means that staff should have left the building by 6pm. Failure to collect your child on a timely basis could cause a rise in the cost of the sessions as staff have to be compensated for any additional time after 6pm. If you know you are going to be late (because of traffic etc.) you must phone the ASC on 01474 352973 Option 4 to let staff know so that arrangements can be made.

I have attached a copy of the new terms and conditions as well as the information sheet for you to complete and sign to say that you agree with the terms and conditions. No bookings can be accepted without this being completed and returned to the school. It is vital that up to date contact details are on the form in case of an emergency.

PTO

Headteacher: A Lowing

We will continue to review the provision to ensure that we offer a high quality experience for the children and appreciate feedback from yourselves as well as the children. We will be sending out a questionnaire to parents asking for your opinions and suggestions in the near future.

If you require any more information on the changes, please contact myself in the first instance.

Thank you for your co-operation.

Yours sincerely

Mrs Oaten
After School Club Leader

Headteacher: A Lowing