



Terms and Conditions

Bookings

Allocation of places will be given on a first come, first served basis, and future priority will be given to siblings of existing registered families. We appreciate that there will be times when additional or emergency bookings may need to be made and we will endeavour to accommodate every request; this will however be subject to maintaining staff ratios and therefore we ask that a minimum of 24 hours' notice is given.

Fees & Cancellations

Unless otherwise agreed, fees are payable in advance. On receipt of a completed booking form, an invoice will be issued and is payable in advance to Kettlewell & Jones Ltd by bank transfer or childcare voucher. If fees are not paid we assume you no longer need the place and will offer it to the next child on the waiting list.

Additional sessions must be paid for at the time of booking. There is no reduction in fees for your child's absence and cancelled sessions are non-refundable. Where a permanent place is no longer needed, parents are required to give a minimum of four term-time weeks written notice. Any fees that have been paid for sessions beyond the notice period will be refunded in full. If, for any reason, we require you to withdraw your child we will give you at least one month's written notice, except for cases of extreme inappropriate behaviour as detailed below, where immediate withdrawal may be necessary.

In the unlikely event that Goostrey All Stars cannot open for operational reasons, all cancelled sessions will be refunded in full.

For children not collected by the closure time of 6:00pm, a late collection fee will be charged to cover costs of staff who are legally required to supervise.

Holidays

We will charge only for 39 term time weeks per year. We will not open on school inset days and we do not charge you for sessions that fall on inset days.

Diet

If your child has any food or other allergies, please ensure that these are specified on the registration form. If there is anything else that we should know about your child, please use the space given on the form to provide details. During session we offer a healthy snack with water and 'no added sugar' squash daily. We never use nuts.

If you would like to bring in a treat for your child's birthday please let the supervisor know beforehand. As we are a nut free setting, it is very important never to supply anything that contains nuts or nut products due to potentially fatal allergies and the inherent risks to children's health. If your child brings their own healthy snack, please ensure it contains no nut products.

Illness

Children should not attend club if they are not well enough to be in school, or for 48 hours after a bout of sickness or diarrhoea. No refunds are given for days when a child is away due to sickness. Parents must inform us as soon as possible, especially if the illness is contagious or presents a risk to pregnant mothers, so we can alert others.

Should children become seriously ill whilst at club, parents are notified to collect them or arrange for them to be collected at the earliest opportunity by an authorised person.

Our staff can only give medication if it has been prescribed by a registered doctor and with the prior written consent of parents stating exact dosages and times to be administered. We keep records in our medication record book. If your child cuts him/herself, a hypoallergenic plaster will be applied if necessary and a record kept in our accident book.

Emergencies

In the very unlikely event of an emergency, we reserve the right to have any child taken to hospital. Every effort will be made to contact the parents or other carers as soon as possible. Until the parents or carers join the child, we will always authorise any and all medical and surgical interventions deemed necessary by appropriately qualified health experts. Parents are asked to sign an authorisation at the time of registration. It is vital that we have up-to-date contact details, especially mobile numbers.

Behaviour management

We expect the same standard of behaviour from the children as is expected in school, particularly in terms of the respect that is shown to each other, adults and school property. In extreme or persistent cases of inappropriate, rude or aggressive behaviour, we reserve the right to immediately, and without notice, stop attendance of the child without a return of fees.

Complaints procedure

Should you have reason to complain please ask to speak to the supervisor. He/she will make every effort to resolve any problems and share the outcome with parents or carers.

Return of the registration form, booking form and fee, indicates your acceptance of these terms and conditions.