Tenterfield Nursery School

Booking Agreement for Wraparound & Holiday Club, 2024

We aim to provide a high-quality wraparound service to meet the needs of parents and children.

To do this effectively:

* Parents will need to book their children onto our wraparound & Holiday Club sessions via the School Gateway App.
* Bookings are taken on a first come first serve basis, therefore we advise you to book promptly when bookings are released.
* We require all payments for bookings to be made in advance of the booking date for all booked sessions. This includes late bookings.
* Wraparound bookings will close at 2pm the day before the session. Late booking must not be made via the school office.
* Holiday club bookings will close before the end of the term/half term. Our holiday club gets booked very quickly so we advise you book as soon as dates are released.
* We are not able to offer refunds or transfer any bookings once payment has been made, this will include any holiday/sickness/cancellations that have been taken in the term time. Hospital/medical appointments cannot be refunded, but a credit option will be considered by the head teacher.
* We do accept childcare vouchers and tax-free childcare, this will need be arranged via the wraparound Lead, Zara Borland. You will need to inform the Zara via email (wraparound@tenterfield.herts.sch.uk) how much money you have transferred and which clubs/wraparound etc. you want the funds to be distributed to as once money has been credited to a club it cannot be transferred.
* Future bookings will not be authorised if there are any outstanding balances on your account.
* Fees will be charged as per the advertised rates (agreed annually by governors).
* We will be sensitive to financial needs and arrange a discussion with the head teacher regarding payment plan options.

In order to make this service work we ask parents to:

* Make payments in advance of the booking dates and settle their account by the end of each term.
* Parents must inform the nursery by emailing wraparound@tenterfield.herts.sch.uk if childcare vouchers are to be used, your account will not be credited until confirmation is received by email that payment has been made, stating by which method & the amount.
* Please make sure your child does not bring any of their own toys/valuables into the nursery.
* Ad-hoc bookings may be made if there is availability showing on the app.
* Drop off between 8am-9am and collect between 3pm-4pm for Team Tenterfield holiday clubs.
* Ensure that your child is collected promptly at the agreed time each day; giving us notice if it is a different adult collecting (please get a password from the office).
* Please be aware that there is a late collection charge of £30.00 if you are more than 15 minutes late to collect your child or late to collect without notice. (after nursery closure)
* Please note that if your child becomes ill during the school day, they will not be able to attend the Tenterfield After School club.
* It is the responsibility of St. Marys parents to inform the nursery that their child is not attending After School club. Please call 01438 714564 to leave an urgent message or email [wraparound@tenterfield.herts.sch.uk](mailto:wraparound@tenterfield.herts.sch.uk) to give notice of absence.
* St Mary’s children will not be collected if they are not booked via the School Gateway booking system.
* Be sensitive to all families and staff and keep your child at home for 48 hours if they have suffered from diarrhoea and/or vomiting.
* Provide the contact details of either the parent or a designated adult that is available to collect their child if they become ill during a wraparound session. Parents must provide an emergency contact for someone to be able to collect their child within 30 mins.

When you book a wraparound or holiday club session you adhere to have read the above agreement and confirm my acceptance of the conditions stated until August 2024.