

Tenterfield Nursery School

Booking Agreement for Wraparound & Holiday Club

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 Arbor portal/App.
* We require all payments for bookings to be made in advance of the booking date. Therefore, the wraparound account on Arbor will need to be topped up before bookings can be made.
* Bookings are taken on a first come first serve basis, therefore we advise you to book promptly when bookings are released.
* Wraparound bookings will close 24 hours before the session begins.

For example: Breakfast club starts at 8am, therefore bookings must be made by 8am the day before.

If bookings are not made in time, your child will not be able to attend the session unless there are exceptional circumstances, which will be considered by the Headteacher.

* Holiday club bookings will close the day 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 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. The funds will then be added to the Arbor Wraparound account.
* If your child is not on our register, they will be unable to attend the session as it would take us over our staff to child ratio.
* 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.

**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.
* Ad-hoc bookings may be made if there is availability showing on the app.
* For Holiday Club only: Drop off between 8am-9am and collect between 3pm-4pm
* 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 are late collection charges:
* 5 minutes to 10 minutes late to collect your child: **£5**
* 10 minutes to 15 minutes late to collect your child: **£10**
* More than 15 minutes late to collect your child or late to collect without notice. (after nursery closure): **£30**

These charges will be added to your wraparound account on Arbor and can be paid by topping up the account.

* 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 to give notice of absence.
* St Mary’s children will not be collected if they are not booked via the Arbor 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 minutes.

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