



Schools OUT Terms and Conditions

Booking information

At Schools OUT we offer the option of childcare lasting either a full day (8am – 6pm), a morning (8am – 1pm) or an afternoon (1pm – 6pm).

We require a minimum of 7 days' notice to cancel any session or you will be charged the full amount.

Payment must be made on booking using our online system. Childcare vouchers from a number of providers are accepted. If the provider you wish to use does not appear please contact our office and we will make arrangements with that provider.

Schools OUT is open between the hours of 8:00am and 6:00pm Monday until Friday, during all school holidays throughout the year excluding bank holidays and certain days over the Christmas break. Sessions are limited and adult:child ratios are strictly adhered to so it is best to book early to avoid disappointment.

Early drop off/Late collection

We are unable to accept children prior to 8.00am and you must collect your child(ren) on or before the end of the session you have selected as we comply with the Day Care Standards set by OFSTED; if we do not adhere to these ratios our insurance is invalidated and the care of your child(ren) could be compromised.

A charge will be payable for late collection of your child(ren), this is £5.00 per 15 minutes per child and will be added to your account.

Personal Details

We require up to date information on each child, it is your responsibility to ensure this information is correct each time you book with Schools OUT. Please ensure we are informed of any changes of address, telephone numbers, place of work or email addresses, so that our records are accurate.

Photography / Videography

We may take photographs and videos of the children enjoying the various activities in Schools OUT. These may be used for staff training and in promotional literature, newspapers and on the website/company social media platforms. Children's names will never be associated with these photographs. You must inform us if you do not wish your child's photos to be used in this way.

Alternative collectors

Schools OUT must be informed if anyone other than yourself will be collecting your child. Please bring in and introduce new carers if possible or ask them to provide I.D and a password. We will hold a daily register and your child will have to be signed in and out of Schools OUT by the parent/carer dropping off and collecting. We will not allow a child to leave Schools OUT with anyone else unless we have prior consent from the parent/guardian. Once signed out of Schools OUT your child becomes your responsibility.

Meals

Parents must inform us of any allergies or any special dietary requirements upon booking.

Sickness

Sickness If your child is ill or has an infectious disease we ask, for the health and welfare of all the children and staff attending Schools OUT that you do not bring them in. In the event of illness occurring whilst the child is at Schools OUT we will contact you to collect them. If your child becomes ill during the day and is sent home you will be charged for the Schools OUT session.

We cannot re-admit a child until 48hrs have passed with no signs of sickness or diarrhoea. Any period of sickness will be charged for in full.

Medicines

We are unable to administer medication without consent. Please inform us if your child requires any form of medicine, we will require you to meet the terms of our medication policy as publicised.

Accidents

If your child is hurt whilst at a Schools OUT setting an entry in this respect will be made in the accident book. You will be asked to sign the entry in the book as confirmation that you have been advised of the accident. Should your child arrive at Schools OUT with any unusual bruising or other injury that we do not already know about, you will be asked to fill in our existing accident book. Please draw any accident to the attention of a member of staff. You will be asked to sign the book in this respect.

Safeguarding

The children are our main priority and we have a responsibility to the children in our

care to keep them safe from harm and to report any injuries that are not adequately explained or if any allegations are made. If this is the case, the Schools OUT safeguarding co-ordinator will follow the Local Safeguarding Children's Board Procedures. Our Safeguarding policy is available to be viewed, please ask a member of the team if you wish to do so.

Equal Opportunities

Schools OUT is open to all children regardless of colour, creed, race, culture, ability or disability. Please ask to see our Equal Opportunity Policy for further information.

Special Educational Needs

Schools OUT provides for all children with special educational needs. The special educational needs co-ordinator is responsible for assessment and provision. Please ask to see our Special Educational Needs policy. The Special Educational needs Coordinator (SENCo) will be available for you to make an appointment should you feel that your child is experiencing problems.

Complaints

We are confident that your child will have a fantastic time at Schools OUT but if you are not entirely satisfied with any part of your experience please don't hesitate to get in touch with us. We will work hard to resolve your situation.

Policies

All Schools OUT policies are available on our website. If you have any questions or concerns regarding our policies please contact Head Office.

Staff

All staff employed at Schools OUT undergo an enhanced DBS check with the Criminal Records Bureau and are reference checked. We are registered with OFSTED.

Privacy Notice – Data Protection Act 1998

We are the Data Controller for the purposes of the Data Protection Act. We collect information from you, and may receive information about you from other settings your child may have attended/may be attending. We hold this personal data and use it to support your child's teaching and learning and to monitor and report on your child's progress. This information includes your contact details, your child's Early Years Foundation Stage assessments, characteristics such as ethnic group, special educational needs and any relevant medical or social care information.



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We will not give information about you to anyone outside the Schools OUT Club without your consent unless the law and our policies permit it. We are required by law to pass some of your information to the Local Authority (LA) and the Department for Education (DfE).

If you want to see a copy of the information we hold and share about you and your child, including your child's development records, then please see your child's Key Worker.

Liability

Schools OUT accepts no responsibility for any loss, damage, injury or costs incurred during attendance at Schools OUT. Our public liability insurance provides cover of up to £5 million.

Personal Property

Schools OUT accepts no responsibility for loss or damage to personal property however it may be caused during time at Schools OUT.

Schools OUT terms and conditions are correct at the time of booking. The management reserve the right to change the contract conditions at any time. These will be published and up to date for agreement at the time of booking.