

St Joseph's Redhill Out of School Childcare

Terms and Conditions

- ▶ It is the parent's responsibility to inform us of any changes in circumstances to enable us to keep our records up to date. This can be done through the child's online booking account (Magic Bookings).
- ▶ All bookings must be paid for by card at the time of booking unless card instalment plan is selected or you are paying by Childcare Vouchers/Tax Free Childcare.
- ▶ When paying Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- ▶ Credits for cancelled days will only apply if **one full week's notice** is given.
- ▶ Children aged 4 years old must be in full-time education (i.e reception year) to attend St Joseph's After School Club or Holiday Club.
- ▶ Please call Reception on 01737 779979 or the Out of School Childcare team on 01737 784977 if your child will not be attending after you have booked, to enable staff to make any necessary adjustments.
- ▶ Discounted all day (Breakfast & After School Club) places are limited and bookings close 7 days in advance. After this time breakfast and after school bookings must be booked separately and paid at full price. After this time, we will be unable to include children in the scheduled registers. If a child believes they are attending After School Club but is not on our list, we will liaise with the school for them to get in touch with the parent & for a decision to collectively be made on a child's attendance with us.
- ▶ After School Club closes at 18:00 and Holiday Club closes at 15:30. Please contact the YMCA Out of School Childcare team on 01737 784977 if you are held up and unable to arrive by this time. We understand that occasionally unexpected events mean that parents can be late picking up their child, however staff are not contracted to work beyond these closing times. There will therefore be a charge for late pickups of £5.00 per child for each 15 minutes late. If we have received no phone call by one hour after the session has closed, and have been unable to make contact with one of your emergency contacts, Social Services will be contacted.
- ▶ We adhere to the policies and procedures of the Data Protection Act.
- ▶ We will sometimes arrange activities which involve the children going offsite. If you do not wish your child to take part in these activities, please inform us in writing before your child attends.
- ▶ Bookings will close at 12:00, 4 days in advance. After this date you will need to contact the YMCA Out of School Childcare team on 01737 784977 or children@ymcaeast Surrey.org.uk to make a late booking. Late bookings cannot be made through reception. These are subject to an additional £1.50 per child per day. We cannot guarantee availability for late bookings.
- ▶ Holiday Club bookings made on the day are subject to availability and an additional £1.50 late booking fee per child.



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www.ymcaeast Surrey.org.uk |    YMCAEastSurrey

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Registered charity no. 1075028

YMCA

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