

DOCKLAND SETTLEMENTS

Stratford and Parkview Childcare Provision

Terms & Conditions

Registration

- All parents / carers must complete our Registration Form before a child can be accepted at either **Carpenters or Dockland/Parkview**. Registration must be done directly on our website <https://carpenter-and-dockland-centre.childcare-onlinebooking.co.uk/admin/>
- By registering, the parent / carer gives **Carpenters and Dockland/Parkview** permission to take your child/children off site – this may be for the purpose of, but not limited to, a walking bus or organised trip.
- **Carpenters and Dockland/Parkview** must be notified of any changes in Registration details, as soon as possible via your online account. □

Booking Sessions

- All sessions requested by parents / carers are subject to availability.□
- All sessions booked must be paid for in advance.□
- No parent / carer should consider a booking as being accepted until payment has been received by the Club.□
- If your child has not been booked in via the online booking system then we will not be able to collect him/her from school or accept them onto a holiday session.□
- Bookings may be made up to 1pm each day Children will not be able to be booked in for the same day after that time.□
- Holiday bookings may be made up to 7pm the night before if spaces are available. Children will not be able to be booked in after this time unless you contact the manager and pending availability
- Bookings cannot be cancelled once payment has been made. No refund will be returned if you decide to collect your child from school yourself or cancel a booked holiday session. An exemption is applied to a cancellation if your child is unable to attend due to sickness. In this instance a refund in the form of a credit note will be applied to your account. A medical certificate is required for a cancellation of more than three days in order to receive a credit note.

Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child / children arrive, on time, to any Breakfast or Holiday Club, and are signed in accordingly.□
- It is the parent / carer's responsibility to ensure that their child / children are aware that they will be attending any After-School Club.□
- Please note we only make one visit to each school at the Stratford Centre therefore we are unable to collect children whom are on school trips as this disrupts our daily scheduled activities. This excludes Parkview as there is two options for a collection.□

Penalties for Late Collection

- It is the responsibility of all parents / carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling **Carpenters and Dockland/Parkview** Clubs to exclude the child from subsequent sessions.□
- There is a penalty charge of £5.00 for every five minutes (or part thereof) for each child collected after the official closing time of the club.□
- This penalty charge must be paid before any future **Carpenters and Dockland/Parkview** booking and must be paid in cash to the play care worker whom has had to stay at the club to look after your child..□
- Where the penalty is outstanding and further sessions have been paid for by the parent / carer, **Carpenters and Dockland/Parkview** reserves the right to exclude the child from the club, until the penalty is paid, without issuing a refund for sessions unattended.□

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.□
- Failure by **Carpenters and Dockland/Parkview** to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.□
- Failure to settle all fees and/or penalties when due may result in **Dockland Settlements** taking action (including legal action) to recover any outstanding sums.□

Childcare Vouchers

- Childcare Vouchers will be credited to individual accounts only when the funds have been received by the Club. Please note that many Childcare Voucher Providers take up to 7 days to allocate these funds to the Club, therefore you must allow 14 Days for this credit to be transferred across to your account. □
- The school is registered with a number of Childcare Voucher Providers - a list is available at **Carpenters and Dockland/Parkview** centers. □
- If you intend to use a Childcare Voucher Provider, which is not currently registered with the Clubs, please email **Samantha.white@docklandsettlements.org.uk** with the Provider's information in order for the Club to register. Bookings will need to be paid for by card until this registration process is complete.

Grounds for Exclusion

- Any child who has suffered from diarrhea, sickness, high temperature/fever, conjunctivitis or any contagious disease must be kept away from the Club for a period of 48 hours after such condition has ceased. □
- Should any child suffer from any of the above whilst at the Club, the staff will contact the parent / carer and ask them to collect the child as soon as possible. □
- Other grounds for exclusion are persistent poor behaviour on the part of the child or the parent / carer, (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behaviour (for example those which endanger children or staff) or where a parent / carer is in breach of any of our terms and conditions. □
- **Carpenters and Dockland/Parkview** does not allow any child in the childcare provision to bring in mobile phones or IT devices. If a child has brought a mobile phone/IT device into the centre then this will be confiscated immediately and locked away until it is safe to hand over to the parent. Docklands Settlements IT policy restricts children to use social media, you tube etc. Continued disregard of our mobile phone/IT device policy may result in exclusion.
- Refunds will not be made if children are excluded on the grounds set out above. □

Reservation of Rights

- **Carpenters and Dockland/Parkview** reserves the right to exclude a child or family from attending the Club or to refuse to accept a registration at its sole discretion. □
- **Carpenters and Dockland/Parkview** reserves the right to close the club on the grounds of, unavailability of facilities, or for any other reason, which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible. □
- **Carpenters and Dockland/Parkview** reserves the right to change these terms and conditions at any time. □

Legal: Waivers, Exclusions and Jurisdiction

- No failure or delay by **Carpenters and Dockland/Parkview** in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing.□
- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.□
- **Carpenters and Dockland/Parkview** shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.□

Carpenters and Dockland/Parkview accepts no liability for the administration of medicine in accordance with parents / carers written instructions. Medicines will not be administered in the absence of written instructions.

In accordance with **Carpenters and Dockland/Parkview**'s Health Policy, **Carpenters and Dockland/Parkview** accepts only medication which is prescribed, in original packaging including the pharmacy label which indicates the child's name.

Carpenters and Dockland/Parkview accepts no liability for loss or damage (including consequential loss) to property brought to club premises caused by the actions of children or third parties or for accidental damage caused by club staff.

Carpenters and Dockland/Parkview accepts no responsibility for injury caused from preexisting medical conditions which are not notified to the club.

Dockland Settlements will not accept abuse to any member of our staff and will act with zero tolerance.