

HOLIDAY CLUB
Terms and Conditions

Bookings

- All bookings will be confirmed by email.
- The Holiday Club need to be pre-booked or will incur an additional £10 daily charge.
- The Holiday Club is proving more and more popular and so we would advise that you book a space for your daughter as early as possible. This will enable us to correctly staff the club based on the number and age of girls and to better organise activities aimed at each age group.
- Edgbaston High School accepts payment by cheques (with sufficient time to clear before the start of the Club), BACS, childcare vouchers or can be added to the following school term fee invoice (except for Summer Holiday Club). Please note we do not accept American Express.
- We offer a 10% discount if Club is used 15 days or more over the Summer Holidays.
- If you require an emergency booking, to avoid disappointment and embarrassment, please contact the Club Manager, Alex Sanzari by email at SanzariA@edgbastonhigh.co.uk or via reception on 0121 454 5831 prior to coming to the school.
- Lunch is not provided. You will need to supply your child with lunch which **MUST NOT** contain nuts (ie: peanut butter/nutela), snacks will be provided. Water will be available.

Changing / Cancelling your Booking

- Last minute changes are subject to availability of places and staffing ratios.
- No refund or charge will apply if your booking is cancelled 7 days prior the day of the booking
- Changes to date of booking can only be made within the same holiday season.
- Please allow 10 working days to process refunds if paid in advance.
- If you have paid by Childcare Vouchers, we will hold the refund in credit on your account. If your voucher provider accepts refunds, you can request the refund to be returned to your provider.

Venue Cancellation

- In exceptional circumstances we may have to cancel particular dates, in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

Adverse Weather Conditions

- In the unlikely case that we are unable to run the Holiday Club due to adverse weather conditions Edgbaston High School will offer a full refund or credit for another day.
- Edgbaston High School will endeavour to advise customers of any closure by means of email, text or notification on the Edgbaston High School website as soon as possible. The website will be updated with the most up to date information.
- If customers are unable to attend the Holiday Club during adverse weather conditions but the Club is open, no refund will be applicable.
- Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website www.metoffice.gov.uk.
- It is the responsibility of parents to ensure children have appropriate clothing and sun protection.

Available Dates and Activities

- All the information in our literature is correct at time of printing.
- Changes may occur and, if so, Edgbaston High School will inform parents via our website as quickly as possible.
- Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
- Activity timetables displayed are a guide and are subject to change.
- The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

Extended Care and Late Pick-Up

- Our standard hours for our holiday club are 8.00am to 4.00pm.
- Doors close at 9.15am. If you will be arriving after this time, you must contact the Holiday Club to gain access.
- **All children must be picked up by 4:00pm if you have not purchased extended care. A £15 charge will be added automatically to your account from 4pm to 6pm if not pre-booked at least 24 hours in advance.**
- Our extended care hours are 8am till 6pm.
- **All children MUST be collected by 6pm.**
- If for any reason you are unable to collect by 6pm, we ask that you call the Holiday Club Manager as soon as possible.
- A member of staff will wait with your child until they are collected.
- You will be charged a late pick-up fee of £1 per minute after 6pm to cover the additional staffing cost.
- If we have no contact from a parent/guardian by 6.30pm, we will contact Social Services to advise them we have an uncollected child.
- We reserve the right to refuse future bookings from parents who continually pick up late.
- You can cancel extended care up until 7 days before the Holiday Club and receive a full refund/no charge, or amend extended care 7 days in advance subject to availability.
- You may switch extended care between days up until 7 days before attending the Holiday Club or by prior agreement with the Holiday Club Manager.

Insurance

- All children in our care are covered by our Public Liability Insurance.
- Your child must be accompanied to the Westbourne door where the register has to be signed. Failure to do so may result in your child being asked to stay aside until collected by a parent/guardian.

Health Policy

- Edgbaston High School requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
- Edgbaston High School will only administer medication if it has been prescribed for the named child by a doctor or other health professional and the relevant permission form has been signed.

Toilet training

- Edgbaston High School understands that accidents can happen, and suggests that younger children bring a change of clothes.

Clothing

- The girls will need to be suitably dressed for any outdoor activities and have outdoor shoes such as trainers and Wellington Boots with them.
- Girls also need to have a swimming costume, a hat, sun cream and a change of clothes as outdoors activities will be organised (ie: paddling pool).

First Aid

- In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.
- Essential prescribed medication must be handed to the Holiday Club Manager for safe-keeping. All Edgbaston High School First Aid policies are in line with Ofsted recommendations.
- Our staff are First Aid Trained.

Notice of Absence

- If a child is not attending a scheduled day, parents/carers must telephone the Holiday Club Manager before 9 am to allow us to update records. A charge will be applied or waived at the Holiday Club Manager's discretion. Late booking fee would be forfeited.

Lost Property

- Edgbaston High School is not liable for any lost or damaged property.
- Lost property will remain until the last day of Holiday Club and should be collected before the last day.
- Unclaimed lost property will be given to charity and will not be left at the school.

Photography and Video

- Please be aware that Edgbaston High School occasionally take photographs/videos of children during the day for promotional and informational material.
- If filming is due to take place, a notice will be put up in the reception area for you to view on arrival. Please advise the Holiday Club Manager at registration, if you have any objections.

Mobile Phones and Electronic Devices

- All electrical devices are prohibited. If found, children will be asked to place the device in the Holiday Club Manager box which will be locked and secured at all times.
- Parents/Guardians are required to contact the Holiday Club Manager if they wish to speak with their child during the day.

- Edgbaston High School will not take any responsibility for the damage or loss of any electronic devices that are brought onto Club.

Equal Opportunities and Child Protection

- Edgbaston High School supports equality and welcomes all children, regardless of their ability, race or religion.
- Each child attending the Holiday Club is of equal value and is entitled to equal access of opportunity.
- We operate a zero tolerance policy on discrimination or bullying of any kind.
- Edgbaston High School has legal obligations in relation to Child Protection and all staff have regular training in this area
- As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported via our school Designated Safeguarding Leads.

Specific Needs and/or Medical Conditions

- Edgbaston High School recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment.
- It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

Behaviour Code of Conduct

- Edgbaston High School encourages a relaxed atmosphere and aims to promote positive behaviour at all times.
- Upon booking you agree that your child or children will:
 - Respect the property of others
 - Be patient, honest, fair, and polite to others
 - Not use abusive or obscene language
 - Not be aggressive in the way they speak or behave towards others
 - Respect and treat others as they would wish to be treated
- We have a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour.
- The school follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from the club. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.
- Full details of our Behaviour Policies & Procedures can be found on our website

Data Protection

- Please refer to our Privacy Policy.

Parent Feedback

- If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- If you have a concern regarding the club, this should initially be raised with the Holiday Club Manager.
- If you are unable to resolve the issue the Headmistress will be informed and will attempt to resolve the problem.

- If you are still unsatisfied and wish to make an official complaint then please send an email to SanzariA@edgbastonhigh.co.uk.
- If your concern regards a safeguarding issue then please contact the Safeguarding Team on 0121 454 5831.