

Heavers Farm Primary School

Magicbooking Club Terms & Conditions

Bookings

- All bookings must be made through <https://heaversfarm.magicbooking.co.uk/>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.
- Any booked sessions which are not attended are still charged unless 1 days' notice is given.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving on site. If you arrive and have not booked your child will not be accepted until a booking is made.
- It is the parents'/carers' responsibility to inform the school if their child is attending after school club via email clubs@heaversfarm.croydon.sch.uk
- It is the parents'/carers' responsibility to let the school know of any late cancellations via email clubs@heaversfarm.croydon.sch.uk

Payments and Overdue Balances

- Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Heavers Farm Primary School will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Late Collection Fees:

- A charge of £10 will be applied to all collections made 10 minutes, or more, after the advertised session end time.

Safeguarding and Welfare:

- If your child does not arrive at a booked after school club session and we have not been advised of their non-attendance by you the parent/carer, we will begin our Missing Child Procedure.
- We are committed to safeguarding all the children in our care from harm and abuse.
- We are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents/carers must inform us of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in the school excluding them from certain activities or if it felt necessary, excluding them from our club provision. In such circumstances no refund or credit will be paid.

Behaviour

- Our staff will always follow the school's Behaviour Policy and will deal with any issues concerning a child's behaviour using the guidelines of this policy. If a child continuously disrupts the club sessions, behaves inappropriately or endangers members of staff or their peers, we will have to take action. This may include a meeting with the Parent/Carer and the staff. Once a meeting has been held, we will then decide if your child can resume their place in the school's clubs.

Medication:

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

- Completed Health Care Plan, please contact the school office who will email this to you
- Permission to Administer medication form, please contact the school office who will email this to you

Please note: If the above is not in place, your child will not be able to attend the session

Collecting:

- Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent/carer adding collectors on their account as a collector.
- If an unfamiliar adult arrives to collect a child, staff will ask for the prearranged password. If the adult does not know this password, we will not allow this adult to take the child.

Exclusion:

- Heavers Farm Primary School reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent/carer and no refund/credit will be available.

Forced Closures:

- If Heavers Farm Primary School is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, power cut, teacher strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Schedule Changes:

- Heavers Farm Primary School may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

Photography:

- Heavers Farm Primary School occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details and permissions are up to date.

Complaints:

- If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure on our [school website](#) for official steps.

Liability:

- Heavers Farm Primary School does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the school or its employees.
- Heavers Farm Primary School takes no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

- On request, Heavers Farm Primary School will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent/carer.

Abuse of Staff:

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened. Please see our Managing Aggressive Behaviour policy on the [school website](#).

Data Protection:

- Heavers Farm Primary School collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. Heavers Farm Primary School may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from Heavers Farm Primary School.
- For Heavers Farm Primary School policies and procedures, please visit the [school website](#).
- Parents/carers must agree to the terms and conditions of our booking system to book with us.