

## **T's & C's**

### **Bookings**

- All bookings must be made through <https://StMichaels.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 or 30 hours government funding.

### **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 24 hours' notice is given.
- Parents must inform Lisa Daly by email ( [wrap@smpsflinton.co.uk](mailto:wrap@smpsflinton.co.uk) ) or Class Dojo if their children are arriving late at after school club due to attending an extra-curricular club.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving at the Club. If you arrive at the Club and have not booked your child will not be accepted until a booking is made.
- It is the parents' responsibility to inform the school if their child is attending after school club.
- It is the parents' responsibility to let the school know of any late cancellations.

### **Payments and Overdue Balances**

- Types of payment available are Credit/Debit card, Childcare Voucher, Tax-Free Childcare or 30 hours government funding.
- 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.

### **Late Collection Fees:**

- A charge of £5 per 5 minutes will be applied to all collections made after 6pm.

### **Safeguarding and Welfare:**

- If your child does not arrive at a booked ASC session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure.
- We are committed to safeguarding all the children in our care from harm and abuse.
- St Michael's Wrap Club are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform St Michael's Wrap Club of any conditions that may affect their child (medical, learning, behavioural, etc).

**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 [wrap@smpsflixton.co.uk](mailto:wrap@smpsflixton.co.uk) who will email this to you
- Permission to Administer medication form, please contact [wrap@smpsflixton.co.uk](mailto:wrap@smpsflixton.co.uk) 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 adding collectors on their account as a collector.

**Photography:**

- St Michael's Wrap Club occasionally take photographs and videos 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 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 for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email Lisa Daly at [wrap@smpsflixton.co.uk](mailto:wrap@smpsflixton.co.uk)

**Liability:**

- St Michael's Wrap Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the Club or its staff.
- St Michael's Wrap Club take no responsibility for any items that are lost/stolen or damaged at the club.

**Lost Property:**

- On request, St Michael's Wrap Club will endeavour to return items that can be identified.

**Data Protection:**

- St Michael's Wrap Club 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.
- For St Michael's policies and procedures, please visit: <https://www.st-michaels.trafford.sch.uk/for-parents/school-policies-2/>
- Parents must agree to the terms and conditions of our booking system to book with us.