



St Faith's

Church of England
Infant and Nursery School



TERMS & CONDITIONS 2022-23: QUICK LOOK GUIDE 'THE FIREFLIES' BEFORE & AFTER SCHOOL EXTENDED PROVISION

The Fireflies Extended Provision is a part of the school St Faith's Church of England Infant and Nursery School

BOOKINGS

- Bookings must be made direct with the School before any children can attend.
- The School will not accept any children that have turned up without prior arrangement/booking.
- Bookings must be made via our secure website only.
- Once a booking is received a Booking Confirmation will be sent to you. The School shall not be liable for the delivery failure of any receipts sent to an incorrect email address or for any errors experienced with payment.
- All bookings are taken on a first come first serve basis.
- It is Parent or Carer's responsibility to ensure that the contact details provided on the Booking Form are correct (this is not the School's responsibility).
- All Bookings are non- transferrable, unless specifically agreed by the School.

FEES AND PAYMENTS

- All Fees shall be payable in advance. If payment is not received children will not be enrolled and should not attend.
- You must pay the Fees by submitting your Debit/Credit Card details with your Booking form and payment shall be administered immediately by our secure online payments provider.

ATTENDANCE

- For Breakfast Club, the Parent or Carer is responsible for ensuring the Pupil attends in good time. For the After School Club, pupils will be sent to the provision at the end of the school day or after an in-school club.
- The School reserves the right to exclude or refuse any Pupil from attending at any time. If a Pupil repeatedly misbehaves or threatens the enjoyment and safety of others, the Parent/Carer will be contacted and will be asked to remove their child. A refund shall be payable in these circumstances.
- **We expect all children to be collected promptly from the After School Club. In cases where children are collected late on a regular basis, the School reserve the right to terminate the contract between the School and the Parent/ Carer**

CANCELLATION AND REFUND POLICY

- You have a 'right to cancel' a booking, which must be received **more than 24 hours** before the club has started and **you can receive a full refund of a voucher for another session** of your choice to the same value. This will mean no additional financial transaction needs to take place and there will be no administration fee for this. We always aim to be flexible with parents and wherever possible keep administration charges to a minimum and offer vouchers for future sessions to support this.
- If your child does not attend a session but no notice or less than 24 hours notice has been given to the school, there will be no refund issued.
- The voucher will expire after 6 months' of authorisation.

TERMINATION

- Either you or we may terminate the Contract at any time, if there is a breach of the Contract.

DATA PROTECTION AND CONFIDENTIALITY

- The Data Protection Act requires us to advise you that your particulars are held on our database. We use your personal data for the provision of our service to you and for related purposes including: updating and enhancing Pupil records, analysis to help us manage our practice, statutory returns and legal and regulatory compliance.