



St Faith's

Church of England
Infant and Nursery School

The Fireflies Term and Conditions: Quick Look Guide

"Our inclusive St Faith's family strives to enable all to achieve their full potential and inspire a community of hope and friendship. We seek excellence by ensuring a safe, respectful and flourishing learning community, where differences are celebrated and our genuine love and high expectations make a difference to all."
Oscar Romero "Aspire not to have more, but to be more."

We urge you to read the full set of Terms and Conditions, though we have created this '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 ("the School").

BOOKINGS

- Bookings must be made directly with the school before any children can attend.
- The School are not obliged to accept any children that have turned up without prior arrangement/bookings for any service.
- Bookings must be made via through the Arbor app. You will not receive an email confirmation, so please make a note of the sessions you have booked.
- If the Pupil is going to miss a session (for whatever reason), the school must have received prior notification, **at least 24 hours** before for a refund to be administered.
- All bookings are taken on a first come first served basis and the School shall not be liable or responsible should there be no availability for the Pupil to attend a service.
- Parents and Carers are unable to cancel their own bookings through Arbor, at any time. **Contact the school if a change needs to be made.**
- When a late booking has been made i.e. during the school day for the evening session, **the School must be contacted** so that your child can be informed of this change in arrangement.

FEES AND PAYMENTS

- Payment is made through Arbor, at the time of booking.
- All Fee(s) shall be payable immediately.
- If payment is not received, children will not be formally enrolled on to the service(s) and should not attend.
- If the Parent or Carer is late collecting their child from any of the sessions, there will be a flat late fee of £10 each time. The School also reserves the right to terminate the contract between the School and the Parent/Carer if there is persistent lateness.

ATTENDANCE

- The School reserves the right to exclude or refuse any Pupil from participating in any extended provision service(s) at any time. If a Pupil repeatedly detracts from the objectives of the service(s) and threatens the enjoyment and safety of others, the Parent/Carer will be contacted and will be asked to remove that individual. A refund shall be payable in these circumstances.
- Unacceptable behaviour will not be tolerated, and the Staff will attempt to deal with it in the first instance within the confines of the group. If the unacceptable behaviour continues then the school reserves the right to exclude the child permanently.

CANCELLATION AND REFUND POLICY

- You have a 'right to cancel' a booking before the Fireflies club has started, provided you have contacted the School and informed us of the cancellation **at least 24 hours** prior to the session starting. You will receive a full refund in the form of a credit on your Fireflies account if you have cancelled **at least 24 hours** prior to the session starting. We always aim to be flexible with parents and wherever possible keep administration charges to a minimum and offer the credit for future sessions to support this. In order that the flexibility is offered, we ask that you give as much notice as possible for any cancellations, to allow for other families to book on, if necessary.
- In the event of school closing and/or a service(s) session being cancelled due to adverse weather, the School shall not be held responsible but credit for the session will be offered to cover the full value of any parent loss, this can be used for the booking of future sessions.
- All credits are given at the discretion of the School.

TERMINATION

- Either you or we may terminate the Contract at any time on written notice to the other, if there is a breach of 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(s) 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.