



The Villages' Multi-Academy Trust

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Terms and Conditions of Holiday Clubs

When booking with The Villages Multi Academy Trust Holiday Club, you agree to these Terms and Conditions and the Policies and Procedures.

If you have any questions about our Terms and Conditions or Policies & Procedures, then please call 07543 670944 or email villagesholidayclub@villagestrust.co.uk

Age of Children

Children who are currently attending Lyppard Grange Primary or Nunnery Wood Primary will be accepted into Villages' Holiday Club. Unfortunately, we cannot accept older or younger siblings that do not attend either school.

Bookings

All bookings must be made online via the Arbor App. A booking is confirmed when we receive the appropriate payment and / or childcare vouchers. Villages' Holiday Club accepts all childcare vouchers as a form of payment for bookings. Your booking will not be confirmed until we receive and process your vouchers.

Your child's information

It is the responsibility of the person making the booking to ensure that all details on Arbor are accurate and up to date, in particular full information about each child, including medical and other special educational needs, and emergency contact details.

Illness, First Aid and Emergency medical treatment

Villages' Holiday Clubs requires that all children who are ill or infectious be kept home for the full duration of their illness, and for 48 hours after the last symptom occurs.

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 including Epipens must be handed in to the Club Manager along with a copy of the child's care plan.

Cancellations

We require at least 48 hours' notice before the club date(s) if you would like to cancel, all refunds will be kept in credit for future Holiday Clubs.

If you give us less than 48 hours' notice before the date(s) that you would like to cancel, no credit will be made. In the unlikely event that we must cancel the Holiday Club you have booked you will receive a full refund.

Children's needs

We recognise 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.

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, so we can discuss how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities of the club. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We are unable to provide additional staff to support a child on a one-to-one basis.

Where we feel that a child is not coping and that is to the detriment of that child or others, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available. All children attending holiday clubs, irrespective of age are expected to be capable enough to use the toilet independently. We are not able to wipe, change nappies, or assist the children. We are aware that accidents can occasionally happen, and we will help the children when required to do so. If this is a regular occurrence, parents will be contacted about a plan of action going forward.

Villages' Holiday Club reserves the right, without refund, to exclude or refuse any child at any time, prior to or during the Holiday Club period, if that child's behaviour is not compatible with the general enjoyment and well-being of the Holiday Club as a whole.

Late Collection

Villages' Holiday Club runs to 4.00pm each day and it is essential that children are collected on time between 3.30pm and 4.00pm.

Late collections will incur an additional charge of £10 per five minutes (e.g. collection at 4.15pm would result in an additional charge of £30)

Repeated late collections will result in a child being excluded from the club, with no refund being offered.

Drop Off and Collection

You will need to park off the school site when dropping off and collecting children. Holiday Club staff will greet your child at the side door to the hall, accessible through EYFS outdoor classroom. Please note that the outdoor equipment is for use by EYFS children during the school day and is not a playground.

Drop off and collection must be by an adult.

We have a staggered drop off and collection to avoid parents having to queue and wait.

Morning drop off is between 8.30am and 9.00am. All children will need to be at holiday club by 9.00am as staff members are not available to meet and greet after this time.

Evening collection is between 3.30pm and 4.00pm. If you need to pick your child up before this time, then this will need to be agreed prior to your child attending as staff will be busy with activities.