

**THE VILLAGES' MULTI ACADEMY TRUST  
WRAPAROUND CARE SERVICE  
TERMS AND CONDITIONS**



## Terms and conditions for Treetops (Wraparound childcare)

Before we can accept your booking, you must read and agree to the following terms and conditions of our wrap around care provision.

- Your child must be registered with Nunnery Wood Primary before bookings are made, even if you only intend to use wrap occasionally.
- Registration and Booking Forms are available from the school website, or you can collect a hard copy from the school office.
- To guarantee a booking at either Breakfast Club or After school club (Treetops) a booking form must be completed.
- Please note, bookings can only be made through **Arbor**.
- Once you have received confirmation that a place is available, you will be invited to book those sessions through the Arbor app. Providing your account is kept up to date, you will have priority booking each half term.
- If you have registered your child for treetops and book and pay for regular sessions, you will be a **priority booking parent**.
- **We welcome all pupils at our WRAP facilities. However, if you child has additional needs (medical, dietary, SEND), the Head teacher and WRAP manager will need to meet with you first before agreeing a place for your child so that we can ensure that we have adequate support in place to manage their needs.**
- Children may only attend wrap around care when parents have had official communications from the Trust manager confirming a place.
- You will need to ensure that your **Arbor** account is kept up to date.
- All payments are through Arbor or with childcare vouchers. Your Arbor account must be topped up prior to you booking the session as Arbor will not allow you to book unless you have sufficient funds
- Once care is booked and confirmed any changes to that care will be chargeable as additional sessions.
- If you are paying by childcare vouchers schemes which includes the government's Childcare Choices scheme, complete a paper/ digital booking form available on our website or in the school office. Ensure that you complete the childcare voucher payment details on the form. Forms will not be accepted without the payment information.
- At the start of each term, any sessions that are not fully booked will be released for parents to book ad-hoc sessions. These sessions are limited as Treetops is popular. In order to book these sessions payment must be made via Arbor. Please note that childcare vouchers are not accepted for these ad-hoc bookings.
- Half a term's notice is required to remove or cancel sessions. No refunds will be issued for non-attendance of Treetops.
- No refunds will be made if wrap around care is forced to close due to extreme weather conditions or circumstances beyond our control.
- No refunds will be made for pupils attending school trips or school residential courses. All children will be registered on arrival to wrap. For safeguarding reasons if you know your child won't be attending for any reason, please inform us at [treetops@nunnerywoodprimary.worcs.sch.uk](mailto:treetops@nunnerywoodprimary.worcs.sch.uk)
- When your child attends an after-school club and attends wrap afterwards your wrap fees will be charged from 3:15pm until the end of your booked session. This is because we must hold the space in wrap for your child and have staff available for your child when they join wrap after their club.
- Parents must inform the school office of any change of address, contact phone numbers or changes in medical conditions. It is the responsibility of parents to ensure that Arbor is kept up to date.
- Parents/carers must provide the details of at least two emergency contact numbers who are permitted to collect your child if required.

- You must inform Treetops if anyone else other than those listed on your child's school record will be collecting your child.
- Collection for all children will be from the designated collection point only.
- Please do not arrive late to collect your child. Children can become distressed if they think they have been forgotten. If lateness is unavoidable, please telephone the wrap emergency phone on 07511302905
- Parents/carers will incur an additional charge for children who are collected after 6pm.
- Late collection fees are £5.00 per child, per five minutes (or part of) for the first 30 minutes. Every subsequent five minutes, thereafter, will be charged at £10.00 per charges. Please understand that WRAP employees are only employed until 6pm; WRAP cannot incur additional staff costs. Additionally, regular late collection has an adverse effect on the children.
- Parents/carers who incur additional charges for children collected after 6pm: these must be paid within three working days as failure to do so will forfeit your child's place in Treetops.
- The school may have to contact the Police/ or Children's Services if a child is left for more than 45 minutes without prior consent and ALL emergency contact numbers have failed to establish a link with family / carers.
- Wrap around care will adhere to all Nunnery Wood Primary policies along with relevant legislation such as: Disability Discrimination Act, Sex Discrimination Act, Children's Act, Data Protection Act and other school policies and procedures.
- All behaviour issues will be dealt with in line with the school's behaviour policy. Should the need arise, issues with children will be brought to the attention of their parents and the school office. If the issue cannot be resolved satisfactorily then in exceptional circumstances a child may be asked to leave. No refund will be made if this is the case.
- Equally if a parent / carer is aggressive or rude to staff or other children, this behaviour will not be tolerated. Wrap reserves the right to withdraw its services. No refund will be issued.
- Wrap around care cannot accept responsibility for the loss or damage of any child's belongings. Please do not send your child with expensive watches, toys etc.
- Staff will administer medicine such as those provided for asthma, diabetics and epi-pens (in date) if needed.
- Staff will administer all prescription and non- prescription drugs in accordance with the department of education guidelines i.e. Supporting Pupils at School with Medical Conditions and Managing Medicines in Schools and Early Years Settings, providing the correct consent form has been completed in advance.
- Children who are ill must not attend wrap and in the event of sickness or diarrhoea must be off for 48 hours after the sickness and diarrhoea has finished - no refunds will be made.
- If your child is unwell whilst at wrap, staff will contact you to collect your child. Once again, no refunds will be made.
- In an emergency, trained staff will administer first aid and accompany the child to hospital until parents / carers can take over.
- If your child is unable to attend a session no refunds will be made. Please ensure you ring in and inform staff of this.
- The school has the right to change the Terms and Conditions as needed. A copy of the current conditions will be displayed on the school website.
- Any concerns re wrap around care should be referred initially to the Trust Wraparound care manager then to headteacher via the school office.
- Should you wish to make a formal complaint about the care received please follow the school's complaints policy and procedures.
- The wrap manager will be contactable between the wrap opening hours on 07543670944 or email [treetops@nunnerywoodprimary.worcs.sch.uk](mailto:treetops@nunnerywoodprimary.worcs.sch.uk).

**WRAP AROUND CARE PARENT CONFIRMATION**

**Updated December 2024**

Child's/Children's names .....

Class(es) .....

We/I confirm that we/I have read and understood the terms and conditions of Nunnery Wood Primary's wrap around care (Treetops). We/I confirm that we/I will abide by the terms and conditions and understand that these will be subject to review as and when required.

Signed Parent / Carer(s).....

Date .....

Please return this slip to Treetops staff or school office