

Kidz Club Terms and Conditions

Dear Parent/Carer,

Thank you for continuing to use our Kidz Club service. We wish to remind you of our terms and conditions with regards to the booking process as below:

General bookings:

- Booking notice required on Parent Pay has been amended from **48hours to 24hours**.
- Please note parents booking on a weekend will have until Saturday evening to update bookings for the week ahead.

Emergency bookings:

- Emergency bookings must be an emergency.
Please be aware an emergency fee of £2 will apply to the booking, plus the normal session rate.
- Wherever possible please ensure that all bookings are to be made via email to Kidzclub@tma.bucks.sch.uk and ensure you have credited your ParentPay account accordingly. You will receive a confirmation email the same day.

Non-bookings:

Under no circumstances should a child turn up to Kidz Club without a booking. Should a child arrive without a booking the child will be sent to reception and parents will be contacted. We will request that the child is picked up.

Late pick up:

- Please ensure that if you are going to be late collecting your child from a session you contact the school to notify a member of staff as soon as possible.
- If you are unable to collect your child by 6pm, please arrange alternative collection for your child.
Please be aware that a late collection fee of £10 per 15 mins applies for any collections after 6:15pm.

Non-attendance of pre-booked sessions:

Due to our safeguarding procedures, all children must be accounted for in each session.

- Sessions cancelled via email to kidzclub@tma.bucks.sch.uk within the **24hours notice** period required will be entitled to a full refund.
- Same day cancellations – please contact the school via telephone as soon as possible.

Please note it takes a lot of time to search for a child's whereabouts, followed by a phone call home. Whilst this process is extremely important in the case of an emergency, we often find a parent has forgotten to cancel their child's session. Your support in this would be very much appreciated.

Cashless Reminder:

Please be reminded that we are a cashless school, we no longer accept cash or cheques for Kids Club, trips, etc. all transactions are made through ParentPay.

Parents who wish to continue making cash payments may do so using the PayPoint network at local convenience stores or any stores that display the PayPoint logo. A plastic card will need to be issued to you to make cash payments, please contact our finance office for further details.

If you require an activation code to use ParentPay, please contact our Kidz Club team via email to kidzclub@tma.bucks.sch.uk

Childcare vouchers are an acceptable method of payment, if you pay for Kidz Club via vouchers, parents must request the voucher from the company, this can take 3-5 working days. These requests must be processed in advance of the booking.

Kidz Club Contact Information:

If you have any general enquires you can contact via email kidzclub@tma.bucks.sch.uk all responses are usually within the same day.

You may wish to contact Kidz Club directly during the childcare sessions to update them on your collection/drop off arrangements, contact details below;

Direct contact line: 01908 556011

Between the hours of: 07:30 - 08:00 and 17:00 - 18.00

Alternatively, please phone the school reception 01908 562262 between 08:00 – 17:00.

We continue to strive to improve this service to our parents and children, we hope that the information laid out above will help to make the booking/payment processes as smooth as possible.

If there are any further issues or concerns we can help you with please do not hesitate to contact us.

Your custom and feedback is very much appreciated.

Kind Regards

Monique Monaghan & the team

Kidz Club Manager