

## **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 and cancellation notice required on Parent Pay for Breakfast and Afterschool Club is 24hours. For holiday clubs this notification period is 1 week. After this point please contact Kidz Club directly to request a space.

### **Emergency bookings:**

- Emergency bookings must be an emergency. Please contact a member of the Kidz Club team to request this.
- Wherever possible please ensure that all bookings are to be made via email to [Kidzclub@tma.bucks.sch.uk](mailto:Kidzclub@tma.bucks.sch.uk) and ensure you have credited your ParentPay account accordingly. You will receive a confirmation email. Sessions cannot be offered unless your account balance is clear or in credit.

### **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. Please use the direct line (**01908 556011**) to notify staff or alternatively you can call the school reception before 5:00pm.

**Please be aware that a late collection fee of £10 per 15mins applies for any collections after 6:00pm.**

### **Non-attendance of pre-booked sessions:**

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

- Breakfast and afterschool club sessions cancelled via email to [kidzclub@tma.bucks.sch.uk](mailto:kidzclub@tma.bucks.sch.uk) prior to the 24hours notice period will be entitled to a full refund. Holiday Club cancellations or adjustments must be made prior to the 1 week notice cut off. You may cancel your bookings on your Parent Pay account before this deadline. Refunds will remain as credit on your account to use for future bookings.
- Same day cancellations WILL NOT BE REFUNDED – however please contact the school via telephone as soon as possible to notify Kidz Club of your child's absence

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.

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.

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

**Kidz Club Contact Information:**

If you have any general enquires you can contact via email [kidzclub@tma.bucks.sch.uk](mailto: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**

Alternatively, please phone the school reception 01908 562262.

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

**The Kidz Club Team**