

JPAC LTD OUT OF SCHOOL CLUBS

Telephone: 07971957839 enquiries@jpacschoolclubs.co.uk

<http://jpacschoolclubs.co.uk>

For the purposes of this document JPAC Ltd School Clubs shall hereinafter be called 'The Club' and those wishing to use the services of JPAC Ltd School Clubs, shall hereinafter be called The Client.

The Club will only undertake Business under the following Terms and Conditions, each of which shall be incorporated or implied in any agreements between The Club and The Clients. No variations of these Terms and Conditions shall be binding unless expressly confirmed by The Club in writing and signed by a Director of JPAC LTD. The Client is bound by these Terms and Conditions once it uses the services of The Club and having used the online registration and booking.

1. The Club acts as a registered childcare facility for children between declared hours. The Club is closed on bank holidays and for the period over Christmas between Christmas and New Year or until the new term. Dates are available on our website.
2. Bookings must be made in advance to secure a place for The Client's child, in order to arrange staff and meals. This can be done via The Club's website with full payment; **The Club cannot accept telephone bookings.**
3. All bookings are confirmed by email confirmation at the time the booking is made. ***If such email confirmation is not received, then the session is not booked.*** If the information contained in the confirmation of booking is incorrect in any way, The Client should contact the office by email enquiries@jpacschoolclubs.co.uk
4. If a Client wishes to cancel a booking it is **their responsibility to do so**. The Club requires **7days notice**. The Client needs to go to their iPAL account and make the appropriate amendment – you can do this by logging into your ipal account; select the Bookings tab and then click on the appropriate invoice; you will now see options to cancel/amend booking. If The Client cancels a booking at short notice (less than 7 days) due to other arrangements or sickness, The Club will not refund the fee for that session.
5. If a child is NOT attending the Club for any reason, it is **VITAL** that the Club is informed via the Club phone or email enquiries@jpacschoolclubs.co.uk This is a Safeguarding Issue.
6. ALL fees are to be paid in full, in advance of attendance.
7. The Client may book one day, several days or whole weeks. The Club offers a whole day or any 5 hour sessions during the Holiday Clubs. **PLEASE NOTE** the 5 hour session begins when your child is booked into the club. **The cut off time for booking is 10pm the day before the booking.**
8. The Club operates a **No Nut** policy. No child should bring food containing nuts into the Club – some children are **EXTREMELY ALLERGIC** to nuts even if foods containing nuts are

in the same room.

9. The Client must collect their child/children by 18.00 but, should The Client be unable to do so, in unforeseen circumstances, the Club must be notified before 18.00 of the revised collection time. There is then an additional late fee charge of £10.00. After 18.15 The Client will incur a further fee equating to the cost of retaining the supervisors and school premises for the extra time required. This will be for two members of staff who must be kept advised as to The Client's expected arrival time. These terms have been devised in recognition of the fact that The Club's staff have other commitments after their working day. **PLEASE ENSURE YOU HAVE THE Club phone number in your phone contacts (number on company website www.jpacschoolclubs.co.uk)**

10. If The Club takes the children to the park (walking) there will be a notice at the entrance of The Club on the day. Parents /Carers will be notified by email, signs at the Club and face to face when possible. It is The Client's responsibility to be aware of all scheduled outings.

11. The Club accepts the following methods of payment:

- BACS JPAC LTD Sort Code 40 – 09 - 46
Account 40007048
- All childcare vouchers
- Debit or Credit cards (PLEASE NOTE there is a 30p transaction fee over which we have no control)

12. The Club's fees are revised annually

13. The Club will be unable to operate in the event of health and safety issues, bad weather, Acts of God or circumstances beyond The Club's control and the premises will be closed. In adverse weather conditions, The Client must contact the School to see if it is open. The Club will put the safety of the children and staff first and will not take any unnecessary risks. There will be no refund due. Once School confirms that it will be closed JPAC Ltd will email all registered parents.

14. The Terms and Conditions may be altered from time to time. JPAC Ltd undertakes to display the latest version on iPAL Booking System and parents/carers will be notified via the Website and email.

15. It is **The Client's responsibility** to keep the information on the Registration Form online up to date for the children and carers. Failure to update vital information such as e-mail address, contact details and home address could result in a Social Services/Safeguarding issue.

16. JPAC Ltd holds a range of robust policies and procedures to keep all children and staff safe – see our website www.jpacschoolclubs.co.uk

17. The Client is responsible for their child's belongings. The Club cannot be held liable for loss or damage of such possessions and two (2) weeks after each holiday, any unclaimed belongings will be given to charity.

18. The Club reserves the right to withdraw its services if The Client's child is disruptive or

aggressive in a manner which poses a safety risk to the other children at The Club. The Club will give an initial verbal warning but if matters do not improve or in an extreme case, The Club will demand the immediate removal of the child and the fees will not be refunded. The decision of The Club is final.

19. Equally if a parent or their child is aggressive or rude to our staff at The Club or a child within our care, this behaviour will not be tolerated and The Club reserves the right to withdraw its service. No refund of care will be received.

20. The Club operates on the basis of Government and Insurance guidance with regards to staffing ratios.

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