

Written by: Amy Peart

Date written/revised	January 2018
Date agreed by the Governors	
Date of next review	January 2021

1. Aims of Kidzone

- To provide a warm welcome and a high quality, safe and happy service that meets the needs of the children and their parents / carers at the beginning and end of each school day.
- To provide an environment that is safe, supportive, encouraging and challenging where children can meet their friends, make new ones, try out new activities, relax, have fun and enjoy.

2. Opening Hours

- The Breakfast Club sessions start at 7:30 am and finish at 8:55 am on Mondays to Fridays. It is a term-time only setting and therefore it does not open on Bank Holidays or "Inset" days.
- The After School Club sessions start at the end of the school day until 6 pm. Kidzone is open inset days 9 am until 5 pm, if there is enough demand.

Term dates are in line with The Hythe Primary School and can be found on the school web site.

3. Entry

Kidzone caters for children who attend The Hythe Primary School who are in Reception class to Year 6. The Club operates a 1:8 for children aged 3-8 and 1:10 thereafter. The Breakfast Club currently provides for 30 children and the After School Club currently provides for 60 children.

Registration

Booking forms are available to collect from the School Office / Kidzone or on the relevant page of the school website. This is now in the form of a booklet.

Once a booking form has been completed and returned to the Kidzone Manager, a child will be registered with our service. If there are vacancies children will be offered places in the appropriate sessions.

Booking a Place

Once the booking form has been completed additional sessions can also be booked but these must be requested by text to the Kidzone mobile phone - 07714245671. or by email to Kidzone@hythe.surrey.sch.uk. Once a place has been booked a charge will be incurred for that place unless the cancellation policy has been followed. Places are allocated on a first come first served basis.

Standard Terms and Conditions

Reasonable changes may be made from time to time to these standard Terms and Conditions.

Termination of Contract

A child will leave Kidzone when he / she leaves The Hythe Primary School.

A child will no longer be registered with our service if they have not attended for one term.

The Kidzone Manager reserve the right to refuse admittance to the club if the parents / carers or child do not comply with the Terms and Conditions of the Club.

4. Fees and Extras

Fees

The Kidzone Manager reserves the right to review fees termly. Notice will be given in writing as soon as practical. Kidzone use a confidential online payment system called Tucasi. All sessions together with the relevant fees are entered onto the system, whereby parents can log into www.scopay.com and make a payment by debit card. Sessions can also be viewed via the calendar function. Kidzone also accept childcare vouchers. However, Kidzone no longer accept cash or cheque payments.

The Kidzone Manager reserve the right to refuse admittance to the club if the parents / carers do not comply with the Terms and Conditions of the Club for making payments. Kidzone will send a reminder when payment becomes in arrears and reserve the right to exclude pupils until any arrears are settled in full.

Responsibility for payment

Fees are the responsibility of each person who has signed the Registration Form or who has parental responsibility for the child.

5. Cancellation, Withdrawal and Termination

Cancellation Policy

If parents / carers do not wish their child to attend a session they must notify Kidzone 24 hours in advance by text or email. Failure to do so will incur payment in full whether sessions were attended or not. Fees will not be waived through absence or sickness.

Removal

Parents / carers may be required to remove the child temporarily or permanently if the conduct of the child is unacceptable and it appears to the Kidzone Manager that the continued presence of the children is incompatible with the interests of Kidzone. There would be no refund of fees in these circumstances.

Termination

One month's notice is required in the event that a child should leave Kidzone. This termination should be made in writing by email.

6. Arrivals and Departures

Breakfast Club - The children are the responsibility of their parents / carers until they have been handed to a recognised member of the Kidzone staff. Each child must be entered onto the daily register and their parent / carer must sign his or her child in to the Club. At the end of each session, after they have been ticked off the register, children will be taken to their classroom.

After School Club - The children in Key Stage 1 will be collected from their classroom by a member of the Kidzone team at 3.25 pm. Children in Key Stage 2 meet a member of the Kidzone staff in the school canteen at 3.25 pm. The Kidzone staff will take a daily register.

When parents arrive to collect their child, they must enter through the electronic gate at the side of the building. Parents should press the buzzer which alerts the Kidzone staff, who will let them into the premises and get their child ready for collection. All pupils must be collected no later than 6 pm.

7. Absence and Sickness

Please advise the Kidzone Club if your child cannot attend for any reason. In cases of emergency you should contact the Kidzone Manager via mobile 07714245671. Staff reserves the right to refuse acceptance of a child who is thought to be unfit to attend.

8. Personal Property

No responsibility by Kidzone can be accepted for loss or damage to clothing or children's property.

9. Photographs

Photographs / video of the children may be used in Kidzone's promotional material such as press releases and the school website. Parents / carers are required to provide permission for images of their children to be used in this way by completing the booking form.

10. Allergies and Medication

It is the responsibility of parents / carers to inform Kidzone staff of their child's allergies. Precautions will then be taken to ensure the safety of the child concerned. The Kidzone staff will follow The Hythe Primary School's Medicines in school Policy.

11. Accidents

There is a first-aider present at each session. Some accidents are unavoidable but should one occur, you will be informed and it will be entered into the accident book. Parents are then required to sign the accident book.

12. Complaints

There is a school complaints procedure for you to use should the need arise. The Kidzone team take each complaint seriously and will listen and reply to all your concerns. There is also an annual parental questionnaire for parents / carers to use as constructive way and to suggest their ideas for to improve the Kidzone provision.

13. Policies

Kidzone follow the policies of The Hythe Primary School. This provides consistency for the children. The policies are regularly reviewed and parents / carers may ask to see them at any time.

14. Child Protection

Kidzone staff have a duty to report any significant concerns he / she might have about the safety / well-being of a child to the Head teacher or, in her absence, a senior member of staff. All staff will have had a DBS police check.

15. Confidentiality

Parents / carers agree to inform Kidzone of any information necessary to safeguard or promote their child's welfare or avert the risk of harm to their child or another person. The Kidzone staff will be informed of sensitive issues concerning the children on a 'need to know' basis.

16. Learning / Physical Difficulty

Parents / carers should inform Kidzone that their child has learning / physical difficulties so that the appropriate provision can be provided.

17. Discipline

The parents / carers hereby confirm that they accept the authority of Kidzone staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child and Kidzone community. Kidzone staff will follow the policies of The Hythe Primary School.

18. Severe Weather

In the event of Kidzone's closure due to severe weather parents / carers will be contacted via the school's text messaging service/ twitter / website. Fees will be waived in these circumstances.

19. Insurances

Kidzone undertakes to maintain those insurances which are prescribed by law. Kidzone is covered by the school's insurance.

20. Waiver

Any waiver of these Terms and Conditions is only effective if given in writing by and on behalf of the Co-ordinator.

21. Jurisdiction

The contract to comply with the Terms and Conditions of Kidzone is made solely with Kidzone and overseen by The Hythe Primary School