



THE SQUIRREL CLUB  
Terms and Conditions

## TERMS AND CONDITIONS FOR THE SQUIRREL CLUB

### Definitions

In these terms and conditions...

- **You** means the parent or carer of the child(ren) attending The Squirrel Club
- **Us/we/our** means The Squirrel Club
- **TSC** means The Squirrel Club
- **Manager/Headteacher** means the Manager of The Squirrel Club or Headteacher (or in her/his absence the Deputy Headteacher or Bursar)
- **The School** means Alderley Edge Community Primary School
- **In Writing** includes by email to [thesquirrelclub@aecps.org](mailto:thesquirrelclub@aecps.org)

### REGISTRATION

You must complete our Registration Form before any child can be given a place at TSC.

#### Registration Forms

Can be obtained from the Manager/Headteacher or downloaded from the School website.  
<http://www.aecps.org/whats-going-on/the-squirrel-club>

You must notify us in writing of any changes to the information given on the Registration Form as soon as possible and ensure that all contact details we have for you are kept up to date. New information forms will be required every Autumn Term.

All information that we hold relating to your child(ren) will be held safely and confidentially.



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## TERM TIME BOOKINGS

### Pre-Booked Bookings (more than 2 weeks) – Term Time and Holiday Club

All pre-booked bookings can be made in the following ways...

- via the school office in person
- by telephoning the school office on 01625 704 510
- by telephoning TSC directly on 01625 704 513
- by email [bookingTSC@aecps.org](mailto:bookingTSC@aecps.org)

If you leave a voicemail or send an email then ***you will get a reply to confirm*** that your request for a place is definite.

NB: Please leave your name, number and email address on your voicemail

If you ***do not get a reply*** then please phone the school office again within 24 hours.

### Cancellation of Pre booked places

- You must give us at least 2 weeks written (or emailed) notice to cancel a pre booked place otherwise the full fee is payable.
- We cannot swap pre booked places to alternative days.
- This applies even if the reason relates to a school activity (e.g. PTA film show)

### Ad Hoc Bookings (less than 2 weeks) – Term Time

All ad hoc bookings can be made in the following ways...

- via the school office in person
- by telephoning the school office on 01625 704 510
- by telephoning TSC directly on 01625 704 513
- by email [bookingTSC@aecps.org](mailto:bookingTSC@aecps.org)

If you leave a voicemail or send an email then you will get a reply to confirm that your request for a place is definite.

If you do not get a reply then please phone the school office again within 24 hours but for bookings on the day please keep ringing until you speak to someone.

Please do not rely on leaving a message or sending an email. If you have not heard back from someone, then ***the booking is not confirmed***.

**Cancellation off ad hoc session** - Refunds will not be given for cancelled ad hoc places.



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## HOLIDAY CLUB BOOKINGS

Places for Holiday Club can be pre booked or requested on an ad hoc basis. Both are subject to availability.

### Pre Booked Places

All pre-booked bookings can be made in the following ways...

- via the school office in person
- by telephoning the school office on 01625 704 510
- by telephoning TSC directly on 01625 704 513
- by email [bookingTSC@aecps.org](mailto:bookingTSC@aecps.org)

If you leave a voicemail or send an email then ***you will get a reply to confirm*** that your request for a place is definite.

NB: Please leave your name, number and email address on your voicemail

If you do not get a reply then please phone the school office again within 24 hours.

### Cancellation of Pre booked places

- You must give us at least 1 weeks written (or emailed) notice to cancel a pre booked place otherwise the full fee is payable.
- We cannot swap pre booked places to alternative days.

### Ad Hoc Bookings (less than 2 weeks)

All ad hoc bookings can be made in the following ways...

- via the school office in person
- by telephoning the school office on 01625 704 510
- by telephoning TSC directly on 01625 704 513
- by email [bookingTSC@aecps.org](mailto:bookingTSC@aecps.org)

If you leave a voicemail or send an email then ***you will get a reply to confirm*** that your request for a place is definite.

If you leave a voicemail or send an email then you will get a reply to confirm that your request for a place is definite.

NB: Please leave your **name, number and email address** on your voicemail



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If you do not get a reply then please phone the school office (or in the holidays TSC number) again within 24 hours but for bookings on the day please keep ringing until you speak to someone.

Please do not rely on leaving a message or sending an email. If you have not heard back from someone then ***the booking is not confirmed***.

### Cancellation of Ad hoc Places

- Refunds will not be given for cancelled ad hoc places.

## OTHER CONDITIONS

### FEES

TSC (via the Governing Body) reserves the right to review and increase fees annually.

### Payment of Fees

- You will be sent an invoice monthly for pre booked places, holiday club, ad hoc bookings and any additional charges. You ***must*** pay this by ***within 28 days*** of the date of the invoice.

### Late Payment

- Invoices must be paid promptly and ***within 28 days***.
- Any difficulties in meeting this condition should be discussed in confidence with the Manager/Headteacher.
- Late payment can result in a surcharge...
  - Reminder letter/email - £25.00
  - Second reminder letter/email 14 days after first reminder - £25.00 plus a surcharge of 10% of the total invoice
  - Third and final reminder letter/email 14 days after the second reminder letter - £25.00 plus a surcharge of 25% of the total invoice
- If a payment still remains outstanding after this period of reminders then we may take legal action.

### Childcare Vouchers

- Payment by Childcare Vouchers is accepted



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### ABSENCES

Please let us know as soon as possible if your child(ren) will not be attending TSC to avoid concerns over missing children. If your child(ren) does not attend his/her place before school please let us know whether collection from School is required in the afternoon.

#### Sickness and Illness

- No refunds are given for absence due to illness unless your child has been ill and absent from The School for more than 5 consecutive days.

#### Emergency Closure

- TSC reserves the right to close TSC in the event of an emergency or adverse weather conditions. In such circumstances, a full refund for any missed sessions will be given.

### DROP OFF / COLLECTION

- Please park considerately when you drop off and collect your child(ren).
- Do not park in areas designated no parking (demarcated with cross-hatchings on the road), in parking areas designated for staff and/or those with disability or in turning areas.
- You **must** sign your child(ren) in and out of TSC. No one under the age of 16 years is allowed to drop off
- Under no circumstances will a child attending TSC be allowed to leave with anyone other than you unless you have notified us of the name, address and telephone number of that person.
- The Squirrel Club opens at 7.45am. You **cannot** leave your child(ren) at TSC before this time. Please do not ask to avoid the staff having to refuse entry.
- TSC closes promptly at 6.00 pm. In the event of an emergency and you going to be late to collect your child(ren) you must contact us as soon as possible to let us know. As per our price list, a late fee will be applied.
- If you repeatedly collect your child (ren) late, we may send you written notice to withdraw your child(ren) from TSC.

### BEHAVIOUR

We expect your child(ren) to treat others, as they would like to be treated, be polite, helpful and considerate to others and to take care of the area they are using in the School.

TSC staff will inform parents/carers on collection, if your child(ren)'s behaviour has been inappropriate.