



Kudize Club Ltd Terms and Conditions from 1st September 2024

Please read our Terms and Conditions carefully; they enable us to run our clubs to the highest standard and keep children safe and happy, and ensure parents, carers and Kudize Club Ltd know and understand their responsibilities.

Breakfast and After School Club Bookings

To ensure your child has a place for every day that they need at our Breakfast and After School Club, regular sessions can be booked for up to an entire academic year. Ad-hoc sessions can also be booked, subject to availability. Breakfast Club sessions can be booked online until the session starts. After School Club sessions can be booked online as late as 2pm on the same day.

Holiday Club Bookings

Holiday Club sessions can be booked online until 5pm the night before the session starts. A sibling discount of 5% is available for holiday club bookings and the discount will automatically be applied when you make the booking. (Any other discounts will not apply).

Late Booking

If you need to make a last-minute booking, please text 07714 391851. An admin fee of £1 will be applied to the booking.

Payment

Payment for ad-hoc bookings and Holiday Club bookings need to be made at the time of the booking. They can be made either by credit / debit card, BACS, TFC or childcare vouchers. Payment for regular Breakfast and After School Club sessions can be paid in monthly instalments via credit / debit card, BACS, TFC or childcare vouchers. The monthly payment needs to be made **by 27th of each month for the following month** (i.e., the invoice for September childcare needs to be paid by the 27th August). Please note that payment can take up to a week to show in our account. If you would like your account to be set up so you pay regular instalments, please email us: enquiries@kudizeclubltd.com

Kudize Bank Details (for bank transfers)

Bank: Royal Bank of Scotland, Account name: KUDIZE CLUB LTD, Account number: 11357405, Sort Code: 16-14-24.

Childcare Vouchers & Tax-Free Childcare scheme

We are also registered to accept many different types of childcare vouchers (please check our website for details) and with the Tax-Free Childcare scheme. If your payment provider is not listed, please email enquiries@kudizeclubltd.com with the details so we can get an account set up.

Working Tax Credit/Universal Credit

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit.

Cancellations

Once booked, if a child does not attend for any reason, you will still be charged for this place unless you cancel the session online. You can cancel a session or sessions online at any time.

If you cancel a session or sessions online more than 48 hours before the session starts, you will be automatically issued with a credit which you can re-use. Within 48 hours you can still cancel, but an automatic credit will **not** be issued after this time.

If you cancel a booking which you have already paid for, please email enquiries@kudizeclubltd.com so we can amend your payment plan if you pay monthly instalments. Or you can use the credit next time you make a booking, by ticking the "Use available credit" box.

If you need help with permanently cancelling or changing regular Breakfast and After School Club bookings for the year, please send an email to enquiries@kudizeclubltd.com.

Refunds

We do not automatically issue refunds, however if under exceptional circumstances a refund needs to be issued, a £10 admin fee will be charged, to cover admin costs.

Fees

Fees are reviewed annually.

Non-payment of fees

Kudize Club Ltd reserve the right not to admit children for whom fees are in arrears. In the event of arrears accumulating, management will discuss this with you and if these are not settled within agreed time limits, the children's place will be withdrawn. Kudize Club Ltd will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact us at the earliest opportunity. Any queries regarding fees should be directed to Becky or Victoria.

If fees are not paid, Kudize Club Ltd will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time, we recommend that they arrange a meeting with Becky and Victoria as soon as possible.

Where there is no explanation for repeated late payment, we will contact the parents or carers to discuss payment options. Becky and Victoria may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, Kudize Club Ltd may have to cancel the child's place.

Waiting List

Places will be offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority to ensure fairness to all: Siblings of children already attending the club and those requiring the greatest number of sessions/hours per week. When a space becomes available the person at the top of the list will be contacted first.

Non- Attendance

If your child will not be attending due to illness or other circumstances e.g. you are collecting your child from school on a day that they are booked to attend the club, you must notify us before the start of the session by email enquiries@kudizeclubltd.com or by text **07714 391851**. You will be charged for the booked session.

Late Collection

If, due to unforeseen circumstances, you are going to be late, please contact the club as soon as possible. If a child is not collected by the end of the session, a late charge of £5 per child for every 15 minutes will be added to your account to cover the costs of the staff who are legally required to supervise the child. If your child is not collected within 30mins of the club closing, and the club has been unable to reach you or any of your emergency contacts, Kudize Club Ltd will follow its Uncollected Children Policy and contact Social Care.

Arranging for someone else to collect your child

In exceptional circumstances, you may arrange for someone else to collect your child who was not listed as part of the registration process. Parents or carers must inform Kudize Club Ltd in advance and provide a full name and contact number for them as well as a description of the person. You can either

send an email enquiries@kudizeclubltd.com or by text 07714 391851. If the manager has any concerns regarding the person collecting, they will contact the main parent or carer for confirmation.

Club Exclusion

We reserve the right to exclude children from our club if (but not limited to) consistently collected after the club's closing time, repeatedly paying your fees late or in exceptional circumstances i.e. if your child is repeatedly violent, or if their behaviour frequently poses an immediate danger to themselves or others.

Damage and Loss of Property

Kudize Club tries to ensure the safety and security of items however please understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.

Photographs

Photographs can be used to form part of our record of children's development, a part of Ofsted's EYFS for children of reception age and younger. We may also take photos for promotional purposes, but we will ensure we have your permission prior to using them.

Club Closure

Kudize Club Ltd will make every effort to keep the club open, but in exceptional circumstances, we may need to close at short notice. Possible reasons for emergency closure include: a snow day, serious weather conditions, heating system failure, burst water pipes, fire or bomb scare/explosion, school strike day, death of a member of staff or child, assault on a staff member or child, serious accident or illness.

Kudize Club Ltd will advise parents and carers of any closure by email, text or on Facebook as soon as possible. No refunds will be provided if we are not able to open Breakfast Club, After School Club or Holiday Club due to a reason that is beyond our control. For more details, please read our Emergency Evacuation and Club Closure Policy.

Insurance

All children in our care are covered by our Public Liability Insurance.

Registration

We require the registration process to be completed for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately. It is your responsibility to keep the club informed of any alterations to the information regarding my child (e.g., contact details, medical conditions, allergies etc). We require complete contact information for the children's carers. If the carers full address, email and telephone is not complete, we reserve the right to refuse the booking.

Medicines

Ideally children should take their prescribed medication before arriving at the club. If this is not possible and your child needs to take prescription medicine while attending Kudize Club Ltd, then you are required to complete a Permission to Administer Medicine form in advance. Staff at the Club will not administer any medication without such prior written consent. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage. If children carry their own medication (e.g., asthma inhalers), the club staff will keep the medication safe until it is required. See our Administering Medication Policy for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club, we will contact you and ask you to make arrangements for them to be collected.

Please inform the club of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to the club for 48 hours after the illness has ceased. See our Illness and Accidents Policy for more details.

Accident

Every precaution is taken to always ensure the safety of the children, and the club is fully insured. If your child has an accident at the club, he/she will be treated by a qualified first aider and **you** will be informed as soon as possible. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

By accepting these terms and conditions you are giving permission for a member of staff from Kudize Club Ltd to sign any consent forms necessary for treatment on your behalf. If your child needs urgent medical treatment and you are unavailable. For full details see our Illness and Accidents Policy.

Behaviour (Children)

The Club promotes an atmosphere of care, consideration, and respect for everyone attending, children, staff and visitors. Children and staff create rules for acceptable behaviour whilst at the club and we have a clear Behaviour Management Policy and procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or because of special needs. We will try to be flexible to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately and you will still pay for the session and any further missed sessions. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our Suspensions and Exclusions Policy for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; abusive, aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our Behaviour Policy for more details.

Child Protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our Safeguarding and Child Protection Policy.

Equal Opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. We respect the different racial origins, religions, cultures, and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will challenge inappropriate attitudes and practices and we will not tolerate any form of racial harassment. For more details see our Equalities Policy.

Special Needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety. If your child requires one to one care, we may ask for a contribution towards the cost of an additional member of staff and for advance notice of bookings. For more details see our Equalities Policy.

Communication

As an OFSTED registered childcare provider, we are responsible for each child's welfare therefore club staff may speak to your child's teacher about their progress or any issues relating to their child's welfare.

EYFS

Part of our obligations of caring for children who are within the Early Years Foundation Stage is to monitor and record your child's progress and interests through observations and photos, identify next steps in the child's development, and liaise with other settings, if applicable.

Data Protection

We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care, we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, for safeguarding reasons daily registers with names and classes are sent to schools, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR (General Data Protection Regulation).

Information held by Kudize Club Ltd regarding your child will be treated as confidential and we are registered with the ICO (Information Commissioners Office). However, in certain circumstances, for example if there are child protection concerns, the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.

Please see our Privacy Policy and Data Protection Policy for more details.

Policies and Procedures

By accepting these terms and conditions you and your child/ren agree to abide by Kudize club Ltd policies and procedures. Kudize club Ltd policies and procedures are available to view at each Club or can be emailed to you at your request.

Complaints Procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's key person, the Manager, or any other member of staff. Verbal complaints will be brought to the next staff meeting for discussion and action. All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days. A full copy of our Complaints Policy is available on request.

OFSTED Contact Details

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Email enquiries@ofsted.gov.uk

General enquiries tel: 0300 123 1231