



# Acorns Wraparound Care

## Terms and Conditions

### 1. Introduction

Our clubs exist to provide high-quality out-of-school hours' childcare, run by school staff for families that attend our school. Each club is designed to ensure that children enjoy a safe, caring environment, offering a range of stimulating, active and restful activities for the children during term time.

These Terms and Conditions are effective from 1<sup>st</sup> September 2025 and govern the provision of wraparound care services provided by South Wonston Primary School, Downs Road, South Wonston, SO21 3EH.

### 2. Services Provided

**Breakfast Club:** From 7:45 AM to 8:30 AM

**After School Club:** From 3:00 PM to 6:00 PM

### 3. Registration

- Please email [adminoffice@southwonston.hants.sch.uk](mailto:adminoffice@southwonston.hants.sch.uk) or complete the [Enquiry Form](#). The school office will confirm if we have availability.
- Once the school office has confirmed if a space is available, you will be required to complete the [Registration Form](#) and agree to the Terms and Conditions. A place will not be allocated without this.

### 4. Bookings

- Bookings will be made **in advance** each month by the School Admin Team via Arbor. You can view all booked sessions on your Arbor account.

- Ad-hoc bookings are subject to availability and will only be agreed where we have sufficient space and/or staff members to supervise. Ad-hoc bookings will only be accepted if a child is already enrolled in regular sessions at Acorns.

## 5. Fees and Payment

- Fees are charged per session. The parent/carer agrees to pay the fees monthly, in advance. Invoices are emailed the month prior, and payment is due in full by the 1<sup>st</sup> working day of the month. Balances can also be viewed on your Arbor account.
- **A £20 administration fee will be levied each month payment is not made on time.** This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.
- If you are experiencing difficulties with payment, please contact the school office as soon as possible to discuss payment options. It is important that you come and talk to us at the earliest opportunity.

Sessions are charged as follows:

Session	Main Child	Siblings
Breakfast Club	£4.80	£4.32
After School Club	£11.75	£10.57

## 6. Cancellations, Refunds and Changes to bookings

- **Cancelling a permanent term time session:** Cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.
- **Changing or cancelling a set permanent booking pattern:** To remove sessions from a permanent booking pattern (or to cancel a permanent booking in full) you are required to give 4 weeks' notice. Booked sessions falling within this notice period remain billable regardless of whether the child is in attendance. After 4 weeks, the set permanent booking pattern will change (or cease) according to the request.
- Individual days will not be refunded if a child does not attend a session.

## 7. Childcare Vouchers

We currently accept the following childcare vouchers.

- Government Tax Free Childcare
- Edenred
- Computershare
- Pluxee
- Bravo Benefits
- Care-4
- Fideliti

We are registered with these providers as **'South Wonston School'**. If your childcare voucher provider is not listed, please contact the school office. Please inform the school of which voucher scheme you will be using on the [registration form](#).

## 8. Site for the Club

The breakfast and after school clubs are held in the Acorns Wraparound Care room, which is in the Early Years area of the school building by the KS1 playground.

## 9. Attendance and Collection

- The school staff are responsible for signing in your child.
- Parents or the nominated person must sign out their child from the Club upon collection.
- **Children cannot arrive earlier than the stated opening time of the Club.**
- **Children must be collected by the Club's closing time or the agreed collection time.**
- For your child's safety, **please ensure that a named person accompanies your child upon arrival to the Breakfast Club.** A parent/named person must press the intercom on the side gate at the front of school and announce the child's arrival. This person must then walk them to the entrance of Acorns. Do not leave your child unattended at the gate or leave them to announce themselves on the intercom.
- Parents are not permitted to drive on to the school site or use the school car park after 8.00am.
- Your child will only be released to you or a person named on the booking system. Under no circumstances will your child be released to any person who has not been specified by you.

- Unknown collectors will require the collection password.
- Parents must create a collection password upon completing the registration form.

## 10. Late Collection

- If you believe you may be late collecting your child, you must contact the wraparound care staff as soon as possible by calling 01962 881311 (option 3).
- The school office is closed from 4.30pm Monday – Friday. Please do not phone and leave messages on the main school telephone number as these will not be picked up until the following morning.
- If you are unable to collect your child by 6.00pm, a late collection fee may apply. Continuous lateness may result in withdrawal of the provision.

### Late Collection Fees

6.00 – 6.15pm	£5
6.15 – 6.30pm	£15

Please ensure that in the event of you being unable to collect your child/ren, that your emergency contacts are available to collect on your behalf

## 11. Unexpected school closure

If the wraparound care provision must close at short notice due to exceptional circumstances, a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and parents make the decision not to send their children. In the rare event of an emergency closure, the staff will contact the parents via text message. Please ensure that the contact numbers held by the school remain up to date.

## 12. Food Provision

We are committed to promoting healthy eating habits and ensuring that children have access to appropriate food and drink during their time with us.

### **Breakfast Club**

Children attending Breakfast Club will be offered a selection of breakfast options, unless otherwise indicated by their parent or carer. Choices include:

- Toast with a variety of toppings
- A selection of cereals
- Brioche
- Yoghurts

### **Afterschool Club**

Food is not provided at the Afterschool Club. Children are expected to bring their own snacks from home. In the event that a child forgets their snack and is hungry, we do keep a limited supply of crackers and biscuits. These are intended for occasional use only and will not be given out routinely. If a child consistently arrives without a snack, we will contact their parent/carer to discuss this.

### **Drinks**

Water is freely available at all times to children.

### **Food Safety and Standards**

Our Wraparound Care staff are fully aware of the Food Safety and Standards and have completed the required Level 2 training in Food Hygiene to ensure food is stored, prepared, and served safely.

## **12. Medical Conditions**

- Parents/carers agree to provide any necessary medical and emergency contact information for any child(ren) attending our wraparound care clubs.
- If necessary, parents/carers must arrange for appropriate medication to be kept in school. All medicines must be clearly named and labelled and given to the club lead/school office. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst a child is attending our childcare, the parent/carer will need to complete an Administering Medication form and return it to us in advance.
- Where a healthcare plan is in place and already held by the school, it will not be necessary for a new plan to be written. The original plan will be shared with Wraparound Care staff.
- In case of emergency, staff will act in the best interest of the child and contact parents/carers immediately.

### **13. First Aid / Accidents**

By accepting these terms and conditions, the parent/carer gives permission for all necessary first aid to be administered to their child in the event of an accident/emergency. There will always be at least 1 first aid trained member of staff present.

- Any minor accidents will be dealt with and recorded via Medical Tracker. The parents/carers will receive an email notification.
- In the case of a more serious accident, appropriate action will be taken, and parents will be informed immediately.

### **14. Behaviour Policy**

- Children are expected to follow the school's behaviour policy.
- Repeated disruptive behaviour may result in suspension or termination of wraparound care services.

### **15. Confidentiality**

- All personal information will be handled in accordance with the Data Protection Act 2018.
- Information will not be shared with third parties without consent, except in cases of safeguarding concerns.

### **16. Changes to Terms and Conditions**

- South Wonston Primary School reserves the right to amend these Terms and Conditions and fees will be reviewed annually.
- Parents/carers will be notified of any changes in writing.

### **17. Contact Information**

For any queries or concerns, please contact the school office.

**Phone:** 01962 811 311 (option 2 to speak with the school office during office hours or option 3 to speak to Acorns during operational hours)

**Email:** [adminoffice@southwonston.hants.sch.uk](mailto:adminoffice@southwonston.hants.sch.uk)

