

# Westbank Kidzone Terms and Conditions



- I understand that photographs and video footage of the children are recorded and used for observation, assessment, planning and training purposes, and indoor displays, and I consent to my child's photograph being taken and video recorded (as per the consent form).
- I understand that personal information about my child is kept in line with the Ofsted Welfare requirements. This information will only be shared with the necessary staff for the purposes of providing appropriate care for your child. Records are kept once children have left in line with Local Authority guidelines. When children are in receipt of any additional funding, such as the Early Year Entitlement Funding, or Tax-free Childcare, data may also be shared with third parties as necessary, all of whom carry their own Data Protection Statements.
- I understand that Kidzone operates an open-door policy and that I am welcome to ask at any time for a meeting with the Manager, to discuss any concerns.
- I understand that children are taken for walk, visits etc, in the local area, and I give my permission for my child to be included in such outings, in line with the Westbank Kidzone Policies and Procedures.
- I give permission for the staff to administer medication in line with the Westbank Kidzone Policies and Procedures, and in the case of an emergency, seek medical advice or treatment when necessary.
- In the event of a serious accident, I give my consent for a member of Westbank staff to administer emergency first aid. In the case of an accident involving my child whilst in the care of Kidzone, I give consent for a member of Westbank staff to take my child to the R, D&E hospital for urgent treatment (in the eventuality of the staff being unable to make contact with parent/carer/emergency contact). I understand that in this eventuality the named GP becomes responsible for the welfare of my child until contact can be made.
- I agree that I will keep Kidzone staff informed of any changes or additions to regular medications. I also understand that staff cannot undertake the care of sick children, and that strict exclusion periods apply (see Policies and Procedures).
- I give consent for Kidzone staff to apply sun cream to my child.
- I give my permission for my child to be taken offsite for the purposes of recreational activities
- I give permission for Kidzone staff to liaise with my child's pre-school, or school teacher, to ensure continuity of care and education.



**[www.westbank.org.uk](http://www.westbank.org.uk)**

Westbank, Community Health and Care,  
Farm House Rise, Exminster, EX6 8AT  
Registered Charity: 1119541 | Company No: 6243811



## **Invoicing/Payments:**

### **Introduction**

Westbank asks all parents, guardians or carers to agree and co-operate with the terms and conditions stated below.

Westbank Kidzone is organised and managed by Westbank Community Health & Care, which is a local charity providing services to the local community. We therefore rely upon your co-operation in the prompt payment of fees.

### **Invoicing procedures for After School Club:**

- All invoices will be sent out at least fourteen days prior to the 1st of the month.
- Fees are payable in advance by BACS, debit/credit cards, cash or workplace vouchers by the 1st of the month.
- Late payment of invoices will be referred to our Finance team and will incur a late payment charge of 10% of the bill (there is a £5 minimum amount applied to the account)
- Failure to make payment will result in loss of booked sessions.
- Charges will be applied for any non-attendance of a booked session e.g. sickness, changes in arrangements
- Changes to booked sessions require 28 calendar days' notice.

### **Holiday Club sessions:**

- All sessions must be booked through our website. You can pay by credit card, or use childcare vouchers, tax-free childcare, or Early Years Entitlement funding.
- If paying via vouchers, payment must be made (or funding application made) before the commencement of the club (not the first day of attendance).

### **Changes to bookings**

- Confirmed and booked days cannot be swapped for alternative days. If an alternate day is required then you will be charged for the additional day.
- We understand that situations do arise where a booked child care place for After School or Holiday Club needs to be cancelled. However, Kidzone requires 28 calendar days' notice before the date when that service is to be provided.

### **Late/additional charges**

- A late collection charge will be added to the account to those parents/carers arriving after 6.10pm.
- The charge is set at **£12 per 10 minutes** to cover staffing costs.
- If you think there is a chance you maybe late for collection, please ring as soon as possible to notify the staff.

Charges that Westbank incur due to the non-honouring of bank payments etc will be passed on to the customer. This will be communicated via an invoice with an accompanying letter of explanation.

If there is more than one service being accessed, then all outstanding invoices for all services being accessed will need to be paid in full before any service can be used again.

We thank you for your continued support and co-operation in the successful delivery of the Kidzone service.



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