

## **Beams of Light**

### **Merlin School Terms and Conditions**

**After School Care contact number: 07869 262 111**

You are accepting the Terms and Conditions when booking a place for your child/ren. Please ensure you have read and understood the policies and procedures of the centre (Beams of Light)

#### **Admission**

Providing the space is available, admission to our centre is open to all in accordance with our equal opportunities policy.

#### **Registration Process**

The registration process is handled by our booking system provider, Pembee. You will be asked to provide information about you and your child/ren, to the extent necessary for the purposes of registering your child/ren with us and ensuring that we can provide a high standard service. Pembee and Beams of Light are committed to adhering to strict privacy and data protection policy. You can find more information about Pembee's policy by visiting <https://www.pembee.app/privacy-policy>.

If you enable credit/debit card payment method, all the transactions will be handled directly by Stripe.

Stripe's privacy policy: <https://stripe.com/en-gb/privacy>

#### **After School Care Collection point and procedures**

Parents/guardians must ring the after school care number when they are approaching the gate. (Please save the number on your phone – **07869 262 111**)

- Please use the gate opposite the Dining Room. Kindly walk down the steps and staff will bring the child/ren to the door. (Please be vigilant of moving vehicles which are parked at the front of the school)
- Parents and guardians are requested to provide photo ID upon collection. Staff will also ask parents/guardians to confirm some of your child's details, including the password you set up during your booking.

We will wait for the parents to collect the child if the collector cannot provide the correct details that we have requested, and this may lead to a late collection charge.

\*Let the after school care procedures be known to your child's collectors to avoid late penalties.

**After 6pm, collection area will be at the main reception of the school**

### **Children's attendance**

If your child is unable to attend the after school care i.e., they are unwell, has a playdate after school or became unwell during the day in school, please contact us or send us a text so we won't call you regarding their absence.

### **Kindly adhere to the following procedures below, to maintain the safe and smooth running of our service**

Please provide the following, if you are collecting a child from the after school care (parents/guardians and other collectors):

- 1) Photo ID
- 2) Password
- 3) Mobile number

The above must match our records.

### **Emergency collection**

If the collector is not on the list, kindly inform us by calling the centre's telephone number on 07869 262 111. They must provide the above credentials.

The centre phone is available from 3:30pm (Mon-Thur) and from 12:30pm (Fri) or you can send us a text to let us know of any changes.

If your collector fails to provide the above requirements; we will contact you to make you aware & wait for you (parents/guardian) to arrive. However, this may lead to a late collection fee as we will not release your child if we don't feel comfortable.

Collection fee is £20 after 6pm for every 15 minutes or part of 15 minutes.

### **Late Collection charges**

After school care operates from **3:30pm to 6:00pm - Monday to Thursday**

**12:30pm to 6:00pm - Friday**

The children can be collected any time before 6pm.

*If you arrive late, you must pay the collection fee.* The current charge is £20 for every 15 minutes (or part of 15 minutes) after the published finish time. Always contact the after school care staff if you are running late (this is not to waive the late collection fee but to ensure your child is aware of the situation, to avoid him/her getting distressed). We encourage the parents to have as many collectors as they can.

### **Late collection from the school**

The after school care staff can ONLY accept the child/ren if the teacher has contacted the late parents and parents have agreed to pay the relevant fees. The fee is £5 for every 15 minutes (or part of 15 minutes)

If the child has not previously registered with Beams of Light, the teacher must provide the after school care staff with the data contact sheet. Unfortunately, we will not accept the child/ren in the after school care

provision if the above is not adhered to. If you require any assistance, please email [bpbeamsoflight@hotmail.com](mailto:bpbeamsoflight@hotmail.com)

### **Extracurricular Activities**

Other children coming from after school activities e.g. football, drama, netball, cooking etc. are welcome to join us, however the daily fee applies.

If your child is dropped at Beams of Light After School Care before attending an extra-curricular activity, a fee is charged. The fee is £5 for every 15 minutes (or part of 15 minutes)

Also, we would appreciate if you can let us know if your child will be attending any extracurricular activities prior to joining the after school care, so the staff are aware of the time your child is expected to arrive at the centre.

*Please note: Beams of Light after school care staff are not collecting children from other clubs. Please ensure the necessary arrangements are made with the coaches/leaders so they are aware to drop your child to the after school care once their activity has ended.*

### **Cancellation procedure**

Cancellation is free of charge. You are able to cancel your booking/s online, three days in advance to get a credit.

Our service is flexible; you can swap your dates in the week with no extra cost. Kindly notify us three days in advance.

### **Sickness and Illness**

Children will not be admitted into the after school care if they are unwell or if there is a possibility that they may cause the spread of infection. Any child suffering from a rash of doubtful origin, sore throat, discharge from the eyes or nose or diarrhoea should be kept at home until the doctor has certified that the child is well enough to return to the centre (we are extra cautious due to COVID 19).

In the event of your child becoming ill at the centre, you or your emergency contact will be informed immediately. If contact cannot be made and there is any doubt regarding the seriousness of the situation, the emergency services will be contacted. We will send your child to the hospital accompanied by a member of staff.

### **Contacting Parents/Guardians in an emergency**

In the event of any emergency, the staff at Beams of Light must be able to contact you during the operating hours of the after school care (15:30-18:00 (Mon-Thur) & 12:30 – 18:00 (Fri). If you are not contactable during these hours, you must provide alternative contact details of someone that is happy to act on your behalf.

### **Administration of medication**

Staff are able to administer prescribed medication to your child attending the service, providing that you comply with the following rules:

- Any medication that is held or administered must be for a named child only.

- Only medication that is prescribed by a doctor.
- You must have completed a medication form giving clear, detailed instructions ("if needed" is not acceptable) and written permission for staff to administer medication.  
Receipt of and return to parents of medication must be recorded on the form with the parent's signature. The times and dosages will be recorded on the form by the person administering the medication. Staff will observe and note a child's reaction to the medication.
- You shall advise the staff where your child/ren have self-held medication (inhalers etc.) to discuss how this should be managed.

### **Valuables**

You must ensure that your child does not bring any valuable items to the centre e.g., mobile phones, jewellery, money, handheld gadgets i.e. computer games and iPods. The centre shall not be liable for any loss or damage.

### **Parents Partnership**

You will receive a newsletter every term to fully inform you of the general operation and constraints of the centre. You will also be provided with staff feedback.

### **Child Protection**

If at any time, a member of staff becomes concerned about the welfare of a child in his/her care; they are obliged to report such concerns to Children's Specialist Services. The welfare of the child is always our top priority. Staff will endeavour to offer positive support to the family at such time. The staff will follow the Council's procedures.

### **Complaints**

In the event of anyone needing to complain regarding any aspect of the services provided at our centre; this should in the first instance be directed to the centre manager either verbally or in writing. All complaints will be recorded, fully investigated and a reply sent to the complainant within 48 hours.

Should you require further information before booking your child/ren a place, please email:

[bpbeamsflight@hotmail.com](mailto:bpbeamsflight@hotmail.com)

All queries regarding the after school care should be sent to the above email.

For further enquiries regarding the above procedures, please don't hesitate to contact us.

We are here to assist you.