

## **Terms and Conditions of booking with Biggin Hill Holiday Squad**



Please note all of our policies can be requested via email [bigginhillholidaysquad@gmail.com](mailto:bigginhillholidaysquad@gmail.com) or hard copies will be available on Squad days.

### **Payments**

#### **Fee structure**

Fees are charged at:

Core Day 9am-4pm £28 per day

Breakfast Club 8am-9am - includes light breakfast cereal/toast/pastries/fruit: £3.50

Tea Club 4pm-5pm- includes light tea: £3.50

We are registered to accept childcare vouchers and Tax Free Childcare. Childcare voucher codes can be obtained by emailing [bigginhillholidaysquad@gmail.com](mailto:bigginhillholidaysquad@gmail.com). Our Ofsted registration number is xxxxx and are displayed on our social media pages.

#### **Administration Fee**

Please note that the prices above are inclusive of a £2 administration fee per child per day. This fee is non-refundable if places are cancelled at any time after the booking has been Made and paid for.

#### **Payment of fees**

Payment must be received within 7 days of the date of the booking confirmation email.

#### **Late Payment Penalty fee**

Payment received after the 7 days or after the Friday in which your child has attended camp (whichever comes last) will incur an additional penalty fee of £10 which will be added to the account. If you intend to pay by childcare vouchers or tax-free childcare, then ensure you book and make payment in plenty of time to account for the 4-5 day delay which can occur for money to come through to Biggin Hill Holiday Squad.

#### **Adhoc/Late Booking Payment**

Late payments have to be made by bank transfer payment and if paid within 48 hours of the booking please bring proof of payment with you. Details for bank transfer:

**Anna Stone**

**56095211**

**04-00-04**

Your places are confirmed on receipt of payment, however, you are contracted to pay for the days you have booked even if your child does not attend UNLESS you give 48 hours notice.

## **Cancellations**

Bookings are not secured until payment is received, however bookings will not be cancelled so please contact [bigginhillholidaysquad@gmail.com](mailto:bigginhillholidaysquad@gmail.com) or 07709419558 if you no longer wish to take the place. Cancellations can be made up to 48 hours before day your child is due to attend the Holiday Squad with a full refund (less the £2 administration charge). We are no longer able to refund or credit dates cancelled due to sickness. This is due to staffing levels being pre-arranged.

## **Short Notice Bookings**

If you are booking at short notice ie after 7pm the night before, please note that your place may not be guaranteed. Biggin Hill Holiday Squad adheres to the safe staff to child ratios to comply with our early years registration. Staff need notice to work and therefore, if there are no extra places available, you may be turned away.

For short notice bookings, payment has to be made by bank transaction and please bring proof of bank transfer payment or paypal transaction to show our Squad Leaders.

## **Emergency cancellations due to holiday camp closure**

On some occasions we may need to close our childcare service to parents. This may be due to an emergency school closure eg severe weather conditions or government/local authority decision ie virus. These circumstances are out of the control of Biggin Hill Holiday Squad as the decisions are made by the school or local government for the safety of all the children and staff. Places booked in advance will not receive a cash refund but instead a full credit will be arranged for a future session. The amount will be credited onto your booking account for a future session. This helps the company with cashflow due to sudden loss of income.

## **Signing in and out**

Every child MUST be signed both in and out by a parent/carer.

## **Uncollected children**

Biggin Hill Holiday Squad endeavours to ensure that all children are collected by a parent or carer at the end of each session, if the child is collected by an adult who is not the parent or carer, the parent or carer will have informed Squad staff and given their name and a password to collect. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### **Up to 15 minutes late**

- When the parent or carer arrives they will be reminded that they must call Biggin Hill Holiday Squad to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged at the rate of £1 per minute up to £15 minutes (unless the delay was genuinely unavoidable).

### **Over 15 minutes late**

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Squad immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call Biggin Hill Holiday Squad to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

### **Over 30 minutes late**

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of Biggin Hill Holiday Squad staff, on the premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the premises, a note will be left on the door of the premises informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

### **Managing persistent lateness**

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

### **Complaints**

Our complaints policy is displayed at the front entrance of the Squad. The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Complaints will try to be resolved using informal discussions, however if this is not resolved then complaints should be put in writing to Biggin Hill Holiday Squad and an investigation will take place and a response provided to the complainant within 28 days.

Any parent or carer can submit a complaint to Ofsted about Biggin Hill Holiday Squad at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

If you wish to have an electronic version of our complaints policy please email [bigginhillholidaysquad@gmail.com](mailto:bigginhillholidaysquad@gmail.com)

## **Safeguarding your Child**

At Biggin Hill Holiday Squad your child's safety is paramount, the designated safeguarding lead is Anna Stone who will always be contactable on Squad days, the deputy will be named on the day on our parents information board. Staff have been recruited using safer recruitment procedures. All Squad members of staff have adequate safeguarding training which includes being able to spot the signs of abuse. The Squad's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and 'What To Do If You're Worried A Child Is Being Abused (2015)'. Should you wish to see our full safeguarding policy please do request this by emailing [bigginhillholidaysquad@gmail.com](mailto:bigginhillholidaysquad@gmail.com) or request to see hard copy of this on site.

## **Behaviour**

Biggin Hill Holiday Squad uses effective, positive behaviour management strategies to promote the welfare and enjoyment of children attending our Squad. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. Our rules are discussed in our welcome meetings every day.

Our policy gives full guidance on how behaviour at Biggin Hill Holiday Squad is managed. We will make reasonable adjustments to meet the needs of all children in attendance and plan next steps with parents should the needs and the safety of children be at risk.

## **Your Data**

The information you provide the Squad about your child will be used in line with the services the Squad provides to your child.

All information will be stored securely. Information is stored both digitally and hard copies will be made for Squad days in case of failure of electronic systems and in line with our evacuation policy. All electronic data is stored on a password protected data base. All hard copies of information about your child will be locked away when not in use. Your child's information will only be accessed by Squad staff on a need to know basis. We will keep your child's data until the end of the academic year UNLESS you wish to remain on our mailing list.

You can remove your consent for us to store information about your child at any time in line with our data protection and GDPR policies. To do this please email [bigginhillholidaysquad@gmail.com](mailto:bigginhillholidaysquad@gmail.com)