

Terms and Conditions

The 'parent/carer', 'I' and 'my' refers to parent/carers who are bound by these terms and conditions laid out in the policies and procedures of Crwban Bach.

Booking Fees

Crwban Bach Caer Elen After School Club £9.50 with a maximum of 26 children

Crwban Bach Bro Penfro After School Club £9.50 per child (currently an unregistered club)

Crwban Bach Holiday Club £33.00 per child (Easter 2025)

For information about support with the cost of childcare please contact Family Information Service. Working parents maybe entitled to Working Tax Credit and be able to claim up to 70% of childcare costs back through the childcare element. 30 hour childcare offer is also available to those eligible.

I agree to pay the above fees per session.

Crwban Bach will notify me of any changes in fees in writing at least one month before they are implemented.

Fees are payable if your child is booked into Crwban Bach but does not attend. For cancellations, seven days notice is required for a refund.

Crwban Bach will charge a fee for late collection in accordance to the Club's arrival and collection policy. £5 per 15 minutes after the closing time of 5.30pm.

Arrival and Collection of children

I will notify Crwban Bach within 24 hours regarding attendance/non-attendance of my child in accordance with the setting's arrival and collection policy.

My child will be brought to Crwban Bach by a member of school staff and handed to Crwban Bach staff until a named adult as detailed on the booking form collects them.

I or other persons named on the registration form will collect my child by no later than 5.30pm. I will pay any fines charged for lateness.

Arrangements in the case of illness

I will not send my child to Crwban Bach if they are unwell and will inform the setting as soon as possible.

I will also notify Crwban Bach as soon as possible if my child develops or is exposed to an infectious illness, so that the appropriate steps can be taken to notify other Crwban Bach users if necessary.

You will inform me, as soon as reasonably practicable, if you become aware that any child has developed/been exposed to a communicable disease while at the setting.

Medicines will not be routinely administered. I will refer to the Crwban Bach's medication policy if medication prescribed by a doctor is/becomes necessary. A form will need to be completed if Crwban Bach is required to administer medicine along with the form required by the school.

Dietary Needs

Crwban Bach has a strict NO NUT POLICY.

Emergency Procedure

If my child requires urgent medical advice or treatment, Crwban Bach will notify me and/or other named contacts immediately and if necessary an ambulance will be called to take my child for such treatment.

If I have not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff.

I consent to any urgent emergency medical advice or treatment necessary during the running of Crwban Bach and I authorise the setting to sign any written form of consent required by the hospital authorities if the delay in getting any signature is considered by the doctor to endanger my child's health and safety.

Crwban Bach implements clear emergency procedures – evacuations in case of fire or other significant incidents (including reverse fire/emergency drill). The setting will practice these half termly (recognising young children benefit from more frequent practice) and when a new child, staff member or volunteer starts at the setting. Practice will take place during after school and holiday club.

There is a separate section to tick yes or no to the emergency procedure along with photographs and publicity.

Behaviour

Crwban Bach aims to offer a range of play activities in a welcoming atmosphere. I understand that any instances of unacceptable behaviour will be dealt with in accordance with the behaviour policy.

Bullying, harassment, intimidation and any behaviour that is likely to lead to the health and safety of others being compromised will not be tolerated (refer to anti-bullying policy).

Swearing will not be tolerated.

Crwban Bach will treat all children with respect and expect that in return. Rudeness to staff will not be tolerated.

Crwban Bach is friends with the Tooth Fairy, Easter Bunny and Father Christmas. We would like all children to respect other children's beliefs.

Mobile Phones and Electronic Devices

No mobile phones or personal electronic devices to be brought to club. Any on the child will need to be handed to a staff member on arrive where they will be locked in a cupboard and given back when they leave.

Equal Opportunities

Crwban Bach aims to provide equality of opportunity for all children whatever their age, ability, gender, race or background. (Refer to equal opportunities policy).

Complaints

Crwban Bach welcomes suggestions and constructive criticism to help maintain high quality provision and will act on any complaints in accordance with the complaints procedure.

Complaints will be handled in a sensitive and confidential manner. Please speak to Elizabeth Davies, Play Leader regarding any complaints you may have or put it in writing. After investigation the complaint you will receive a response regarding the outcome within 14 days.

Photographs and publicity

I understand that my child maybe included in photographs or videos of activites within the setting and that they will be used for purposes of evaluation, specific activities such as displays, or publicity. They may also be posted on Crwban Bach Facebook page or website.

There is a separate section to tick yes or no to the emergency procedure along with photographs and publicity.

I agree to update Crwban Bach of any changes to my details.

Crwban Bach agrees to notify me of any changes to the setting's policies and procedures that affect parents.

I have read and understood the information provided and within Crwban Bach's policies and procedures and agree to abide by the terms and conditions of this contract. I understand that there is a separate section of me to indicate my preference regarding the emergency procedure, photographs and publicity.