

Beams of Light Holiday Playcentre Terms and Conditions

Holiday Playcentre contact number: 0743 4765 522

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>

Holiday Playcentre drop off & collection point procedures

Parents/guardians must ring the Holiday Playcentre number once they are at the gate or approaching the gate. (Please save the number on your phone – **074 3476 5522**)

- Please use the side gate of the school by Openview Road for drop off and collection.
- 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 Holiday Playcentre procedures be known to your child's collectors to avoid late penalties.

Children's attendance

If your child is unable to attend the Holiday Playcentre for any reason, please contact us.

Beams of Light will process a full refund if the service is cancelled. We are not responsible for non-attendance due to illness or any event that is out of our control. We are unable to refund or issue a credit.

We reserve the right to exclude a child at any time prior to or during a session due to illness.

Cancellations and amendments

We're unable to offer refunds or credits for cancelled sessions, including those missed due to illness. However, our service is designed to be flexible, and families are welcome to move bookings to alternative dates within the same holiday period (for example, Easter), subject to availability.

To make any changes or amendments, we kindly ask for a minimum of three (3) days' notice (72 hours) from the first date of service. While we're always happy to accommodate date changes when adequate notice is given, refunds or credits cannot be issued for cancellations or missed sessions of any kind.

If your child is unable to attend a session, we just ask that you let us know as soon as possible so we can update our records accordingly.

Parents Partnership

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 Holiday Playcentre (parents/guardians and other collectors):

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

The above must match our records.

What to bring for your child/ren

- Healthy (nut free) lunch and snacks
- Water bottle
- Spare clothes

Beams of Light provides fruits throughout the day.

Please ensure to label your child/ren's clothing and other belongings.

Behaviour Management

Beams of Light are responsible for ensuring the children are secure, safe and happy in our care. We expect the children to show respect to everyone at the centre.

We follow a zero tolerance policy on bullying, discrimination and continuous poor behaviour of any kind.

On rare instances, and in more serious cases, Beams of Light reserve the right to ask parents to remove their child/ren from the Holiday Playcentre, either for the rest of the day, or for the rest of the holiday break, without prior notice. No refund will be made for any remaining days that are booked, and any costs related to the exclusion will be the parents' responsibility. The parent/guardian will be expected to come and collect their child.

Emergency collection

If the collector is not on the list, kindly inform us by calling the centre's telephone number on 074 3476 5522. They must provide the above credentials.

The phone is available from 7:45am 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

The Holiday Playcentre operates from **7:45am to 6:15pm - Monday to Friday**

The children can be collected any time before 6:15pm.

If you arrive later than the session time you have booked, 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 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.

After 1 hour of non-collection and after telephone calls have been made to the parents and other collectors, it is our responsibility to contact Social Services emergency duty line and they will take over the responsibility for your child.

Sickness and Illness

Children will not be admitted into the Holiday Playcentre 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.

Payment policy

Payment for all Holiday Playcentre bookings must be made at the time of booking, unless you are using an approved childcare funding scheme. In that case, payment must be received within seven days of booking.

If payment is not received within 7 days:

- A first reminder email will be sent.
- If payment is still outstanding, a second reminder email will follow.

If payment remains unpaid after 30 days from the date the booking is made, the following actions will be taken:

1. **Suspension of Account:** Your Pembee bookings account will be suspended, and no further bookings will be permitted until the balance is paid in full.
2. **Loss of Reserved Place:** Any current or future childcare bookings may be cancelled, and your child's place at the setting may be withdrawn.
3. **Referral to HMRC:** We may be required to notify HMRC, including Tax-Free Childcare and Tax Credits, as part of our standard reporting process for managing unpaid childcare fees.
4. **Debt Recovery Process:** The outstanding balance may be referred to a third-party debt collection agency, which could result in additional charges and impact your credit rating.

We strongly encourage families to communicate with us as early as possible if they are experiencing financial difficulty, so we can work together to find a suitable solution, such as a payment plan.

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 Holiday Playcentre (7:45- 18:15). If you are not contactable during these hours, you must provide alternative contact details of someone that is happy to act on your behalf.

If the parents/guardians and emergency contacts are unreachable, Beams of Light staff will decide what is the best action to take.

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.

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, email:

admin@beams-of-light.com

All queries regarding the Holiday Playcentre 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.

The main entrance of Beatrix Potter Primary School will be closed during the holidays and the school staff are not contactable.