

Beams of Light Terms and Conditions

The Merlin School

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>

Children's attendance

If your child will not be attending After School Care (e.g. due to illness, a playdate, or becoming unwell during the school day), please notify us via phone, text, or email so we do not need to follow up regarding their absence.

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 the 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.

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 After School Care (parents/guardians and other collectors):

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

The above **must** match our records.

Emergency collection and other collectors

If the collector is not on the list, kindly inform us by calling the centre telephone number on **07869 262 111**.

They must provide the above credentials. The phone is available from 3:15pm, Monday - Thursday and from 12.30pm on a Friday. You can also send us a text to let us know of any changes.

If the collector does not meet the above requirements, we will contact you to inform you and wait for a parent/guardian to arrive. Please note that this may result in a late collection fee. Your child will not be released if we do not feel it is safe to do so.

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

We kindly ask all parents to ensure their authorised collectors' details are updated under the relevant section on your child's online registration form via Pembee.

Late Collection charges

After School Care operates from **3:30pm to 6:00pm - Monday to Thursday** and **12:30pm to 6:00pm – Friday**. The children can be collected at any time before 6pm.

Late collection fees apply if you arrive after the published finish time. The current fee is £20 for every 15 minutes, or part thereof.

If you anticipate being late, you must contact the After School Care staff as soon as possible and provide an estimated arrival time. Please note that contacting the service does not waive the late collection fee; it allows staff to reassure your child and minimise distress.

Parents/guardians are strongly encouraged to have multiple authorised collectors in place to help prevent late collections.

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 admin@beams-of-light.com

Extracurricular Activities

Other children coming from After School activities, e.g. football, drama, chess, cooking etc. are welcome to join us, however the daily fee applies.

We would appreciate it if you could let us know if your child will be attending any extracurricular activities prior or after joining the After School care, so the staff are aware of the time your child is expected to arrive at the centre. It is also essential to update this information on your child/ren's online registration form under "extra-curricular activities" on Pembee.

Please note: *Beams of Light After School Care staff do not collect children from other clubs. It is the responsibility of the club leaders or coaches to ensure children are dropped off or collected from After School care. Please make sure they are aware of the arrangements for your child/ren.*

Cancellation procedure

Parents and carers are responsible for managing their bookings via the Pembee app. Please note that at least 3 days' notice (72 hours) is required for cancellations to be eligible for an account credit.

You can cancel all sessions online:

To cancel a booking, please navigate to 'My Account' area, select the booking you wish to cancel, and then click the 'Cancel items' button. More information on this process can be found on the [User Cancellation and Cancellation Policy](#) page in the Help Centre. Please scroll down to view User Cancellation.

Payment policy

Payment for all After School Care 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, including any late fees.

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.

Sickness and Illness

Children will not be admitted into 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 remain cautious regarding infection control).

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 and in its original box/packaging.
- You must have completed a medication form giving clear, detailed instructions (*if needed* is not acceptable) and written permission for staff to administer medication. The request medication form can be found under the attachments on the booking page.
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 such as computer games and iPads/tablets. The centre shall not be liable for any loss or damage.

Parents Partnership

We value strong communication and partnership with parents and carers. You will receive newsletters regularly to keep you informed about the general operation of the centre, important updates, and highlights of the activities and experiences your child has enjoyed.

In addition, our staff are available at collection times to provide brief feedback and updates about your child's day. We encourage parents and carers to communicate openly with staff regarding any questions or information relevant to their child's care and wellbeing.

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 times. The staff will follow the Council's procedures.

Personal Care Support

Parents and carers are not permitted on the school grounds due to safeguarding reasons. This policy is in place to protect the safety and privacy of all children and staff within the setting. Beams of Light staff are fully trained to support children appropriately where required, in line with safeguarding procedures. By using the service, parents and carers consent to Beams of Light staff assisting their child with personal care, including changing clothing when necessary. Younger children will be supported as needed, while older children will be encouraged to manage independently, with staff available to assist if required. We kindly ask all parents and carers to respect and follow this policy at all times, and to ensure that their child is provided with suitable spare clothing.

Complaints

If you wish to raise a complaint regarding any aspect of the services provided at our centre, please direct it in the first instance to the Centre Manager, either verbally or in writing. All complaints will be formally recorded, thoroughly investigated, and a written response will be provided within 48 hours.

Should you require further information before booking your child/ren a place, email:
admin@beams-of-light.com

All queries regarding 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.