

Terms & Conditions

Childcare Vouchers

- Childcare Vouchers may take 5 working days to reach us and will only be credited to your account on the first working day after they are received by us.
- Only once Childcare Vouchers are applied to your account can they be used to pay for a booking.
- A £20 admin fee is applicable to all requests to return any childcare vouchers back to their original voucher company or other provider.

Registration

- All parents/carer's must complete our Registration Form before a child can be accepted at a Quackers Out of School Clubs. Registration must be done directly on our website <https://quackers.childcare-online-booking.co.uk/>
- Quackers Out of School Clubs must be notified of any changes in Registration details as soon as possible. This is to be done by updating your child's or parents details on our booking system.

Booking Sessions

- All sessions requested by parents/carer's are subject to availability.
- All sessions booked must be paid for in advance.
- Bookings may be made up to 23.59 on the Sunday in the week PRIOR to the required sessions. Children will not be able to be booked in for the following week after that time.
- Quackers Out of School Clubs will credit all fees charged for any period where the club is forced to close due to unforeseen circumstances. **Credits are non refundable.**
- Should an INSET day be announced for a date that you have booked and paid for, your account will be credited for the unused session. **Credits are non refundable.**
- When filling in all booking forms the person submitting this form is liable for all costs incurred.

- We will not accept a child if we have had no booking for them and cannot accept a child that is not registered with us or who does not have on them medication they may need whilst at the club.
- We ask that if your child does have medication requirements, such as an EpiPen that you supply us with our own medication for safekeeping and you must complete and return to us a hard copy of the Administering Medicine Form (found on our Website www.quackersoutofschoolclubs.co.uk) along with any care plan that your child might have.
- It is the parents/carer's responsibility to keep an eye on Early Bird deadlines found on our website.

Responsibility for attendance

- It is the parent/carer's responsibility to ensure that their child/children are aware that they will be attending any After-School Club.
- Parent/carer's MUST cancel sessions online before the start of club if your child will not be attending THAT day. This can be done by login in to your booking account , going to the SUMMARY Tab and cancelling the required session. Failure to do this MAY see a £5 charge added and may result in the withdrawal of our services to you.
- If coming to us later from ANY other Club, you will need to liaise directly with them to ensure your child is brought to Quackers as WE DO NOT TAKE ANY RESPONSIBILITY FOR A CHILD UNTIL THEY ARRIVE AT OUR CLUB. You can add a note next to each session booked about any other club your child may be attending beforehand.
- It is the parent/carer's responsibility to notify the school if there are late changes made to their child/children's club attendance on that day.

Penalties for Late Collection

- It is the responsibility of all parents/carer's collecting children to do so promptly at the end of the session.
- Any child not collected by the end of the Club at 6 p.m. will incur a late collection fee of £10 for the 1st 15 minutes then £15 for each 15 minutes or part of thereafter. REPEATED lateness may see us withdraw our services to you.
- Children MUST be collected no later than the finish time of the session booked otherwise the session will be extended to a later session and the difference billed at the standard rate. For children arriving more than 5 minutes earlier than their booked time the session booked will change to incorporate the earlier start time, which will be billed at the standard rate.

Cancellation Policy

- Sessions cancelled with **15 or more** days notice will be credited to your account. **Credits are non refundable.**
- Sessions cancelled with **less than 15 days** notice will not be credited back.
- We will not credit sessions for non attendance.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by **Quackers Out Of School Clubs** to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the clubs taking action (including legal action) to recover any outstanding sums.
- Should payment not be made and we have to claim payment through debt collection or other legal routes we will add the costs in doing so to the amount sought.

Grounds for Exclusion

- We reserve the right to withdraw our service and cancel or not accept bookings should an account be overdue, if the Clubs Staff Experience poor behaviour from any child/parent/carer or if our Policies and Procedure are not adhered to.

Reservation of Rights

- All booking will be accepted in line with our policies and procedures, a copy of which can be found on our website.
- We will only let children go home on their own if in Year 6 otherwise your child will always need to be signed out. Before we can let a child in Year 6 go home alone we must first have a letter from you stating they can be let home on their own and this must be the original signed copy. Please contact us to discuss.
- If a child is being released to anyone under the age of 18 we must have written authorisation to do so and this must be the original signed copy.

Legal: Waivers, Exclusions and Jurisdiction

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- These Terms and Conditions of booking apply to all bookings made, irrespective of the method used to book.
- **Quackers Out of School Club** shall not be liable for any direct or indirect loss suffered by parents/carer's as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.