

Terms and conditions of The Play Pad LFE Ltd

I understand that The Play Pad is an independent business to Stafford Leys Academy for the sole provision of before and after school childcare. The Play Pad staff are legally responsible for my child whilst they are in their care.

I agree to the following terms and conditions between myself and The Play Pad LFE Ltd, referred to as 'The Play Pad' for the purpose of this information:

- I consent for my child to attend The Play Pad for sessions I have booked through the iPAL platform and to participate in activities of their choice whilst there – activities may include, but will not be limited to, indoor, outdoor, and messy play
- **I am responsible for keeping my iPAL account up to date and reading communications sent by email**
- I have paid a **non-refundable registration fee** and will pay for sessions booked on 1st of each month or 'when due'
- I understand that payments can be made by BACS, Government Tax Free Childcare or Employer Childcare Vouchers – **cash, credit and debit card payments are NOT accepted**
- I understand that if fees become outstanding, The Play Pad will no longer be able to accept my child/ren at the club. In such an instance, The Play Pad will seek legal advice and take appropriate action to recoup outstanding monies from myself
- **I understand that refunds will be not be given for sessions missed due to my child being excluded, their sickness or holidays taken during Stafford Leys School's term time; this also includes school residential or day trips, and instances where my child may be representing Stafford Leys Primary School**
- I will give 14 days' notice in writing, or pay 14 days' fees in lieu, to cancel sessions with The Play Pad. Refunds are not available; however, personal circumstances may be considered and credit may be given to a parent's iPAL wallet
- I understand that if I terminate my child's attendance, the sessions may not be available in the future - The Play Pad reserves the right to re-charge the registration fee to re-register.
- **I understand that sessions are on a first come, first served basis and all bookings are made through iPAL. Having paid the registration fee will not guarantee any sessions. If a session is fully booked, I know have the option to join the waiting list – extra sessions will only be released if appropriate staff/child ratios can be maintained.**
- I will notify The Play Pad by text or telephone to **The Play Pad mobile 07854308790** before the start of the session if my child is to be absent
- I understand that if my child is ill, The Play Pad is unable to accept them for sessions booked until they are well enough to attend school – in the case of sickness and diarrhoea, 48 hours must pass since the time the child last had any symptoms
- I understand that fees are subject to review and will usually be increased annually at the start of the autumn term. The Play Pad will endeavour to confirm any increases in the spring term but this may not always be possible
- I understand that in the exceptional circumstance of a temporary closure, The Play Pad reserves the right to charge a discretionary fee to keep a child's sessions available
- I agree to update any information on my iPAL account that may affect the care of my child, e.g. persons authorised to collect my child, contact telephone numbers, change of address, relevant personal circumstances, allergies, medication etc. The Play Pad will not be liable for the consequences of my failure to update such information on the iPAL platform
- I will ensure my child arrives at The Play Pad before 8.00am if they are booked for a before school session and require breakfast and by 8.30am latest if they do not require breakfast
- I understand that The Play Pad closes at 5.45pm. I will contact The Play Pad staff on **07854308790** if **unforeseen circumstances result in late collection**
- **If my child is not collected by 5.45pm I will pay a charge of £15 per quarter of an hour to cover the costs incurred for my child to be legally supervised**

- If my child is not collected by 6.00pm, and the club has been unable to contact me or any of my emergency contacts, I understand that The Play Pad will follow its 'Uncollected Child Policy' which includes contacting the Local Children Safeguarding Board
- If collection is to be by someone other than persons authorised to do so, I will give prior notice to The Play Pad, verbally, or by text or telephone to The Play Pad mobile 07854308790
- I understand that The Play Pad will make every effort to ensure the safety and security of my child's belongings. I accept The Play Pad cannot be held responsible for loss or damage to my child's property whilst at the The Play Pad, especially if items are not clearly labelled - PLEASE LABEL YOUR CHILD'S PROPERTY
- I understand that there are expectations and obligations relating to The Play Pad, myself, and my child, and that The Play Pad has policies and procedures which are available for reference in the 'document' section of the iPAL platform. I agree to abide by them and will ensure my child does too
- I have read The Play Pad's 'Behaviour Management Statement' and agree to its terms; I will support The Play Pad with their efforts to always encourage positive behaviour. **I understand that if my child is unable to conform to the expected standards of behaviour, The Play Pad reserves the right to exclude my child on a temporary or permanent basis** – this is for the safety of ALL users
- If there are any incidents involving my child whilst in the care of The Play Pad, I understand I will be informed as soon as possible by the staff
- I understand that in some very rare circumstances, it may be necessary for The Play Pad to exclude my child from the club. In such an instance, I accept I will pay for any missed sessions in full unless otherwise agreed with the proprietor
- If my child has an accident at the club, I accept they will be given first aid treatment by a trained member of staff and I will be informed as soon as possible
- If my child needs urgent medical treatment and I am unavailable, I agree that a member of staff from The Play Pad will sign any consent forms necessary for emergency treatment on my behalf and act in my child's best interests
- I understand that The Play Pad has a duty to protect all children in its care in line with the Childcare Act 2006, and any other relevant legislation. The Play Pad will always act in the best interest of my child - sometimes this may involve the proprietor liaising with teachers, the headteacher, and, if necessary, other agencies. Staff will seek parental permission before sharing information with other professional, unless a child is in immediate danger
- I understand that if I, or another person, arrives to collect my child, and appears to be incapable of providing appropriate care, The Play Pad staff reserve the right to refuse my child into my or the other person's care. In such an instance, the police will be called
- I understand that aggressive and abusive behaviour towards staff or children will not be tolerated by The Play Pad
- I agree that I will not use a camera, mobile phone, or other mobile device when I am on The Play Pad's premises
- I have read and understood the above terms and conditions and I agree to abide by them.

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