



Rockmount Children's Club

ROCKMOUNT HOLIDAY CLUB

TERMS & CONDITIONS

BOOKINGS

- Please make all bookings in advance by completing an application form and returning to us by the date indicated on the information letter.
- Full payment is regarded as acceptance of our Terms & Conditions and acknowledgement of guidance in the Parent Information document.
- No booking will be confirmed prior to receipt of full payment and an application form being completed and returned to us.

CHANGING YOUR BOOKING

- If you give us 14 or more days' notice prior to Holiday Club starting you will be able to change your dates within the same holiday club season, subject to availability, free of charge, provided you email extendedservices@rockmount.croydon.sch.uk at the earliest opportunity.
- We may be unable to make changes with less than 14 days' notice.

CANCELLING YOUR BOOKING

- If you give us at least 30 days' notice prior to Holiday Club starting, we will refund you all monies paid or credit your account. Please send all refund requests to extendedservices@rockmount.croydon.sch.uk
- If illness or injury prevents attendance, we regret that there is no discount or waiving of fees for missed booked days. If your child is unable to attend for any reason, we will not be able to refund any booked days.
- If you give us less than 30 days' notice before the Holiday Club starts, no refund will be available.

HOLIDAY CLUB CANCELLATION

In exceptional circumstances we may have to cancel dates. In this event we will try to give those booked at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, if preferred, we can refund all monies paid for the dates cancelled.

OFSTED

As part of Rockmount Primary we are registered with Ofsted. All our staff already work in the school and have been fully DBS checked. Our Policies and Procedures, and insurance provision, meet all the necessary requirements and the welfare of the children in our care will always take priority.

AVAILABLE DATES AND ACTIVITIES

- All information in our literature is correct at time of printing.
- Changes may occur and, if so, we will inform parents via email or text as quickly as possible.
- Activity timetables are a guide and subject to change. If you are booking individual days, we cannot guarantee that a specific activity will be scheduled for that day.
- Activities are subject to change in the event of unsuitable weather or other circumstances beyond our control.
- The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

HOURS OF OPERATION

- Rockmount Holiday Club will operate Monday to Friday between the hours of 8:30am and 5:00pm. This year the first week will be Tuesday, Wednesday, Thursday & Friday only.
- Breakfast will start at 8:30am and will finish at 9:00am. If your child arrives after 9:00 am they will not be offered breakfast. Afternoon snacks will be served between 3:00pm and 3:30pm.
- All children must be collected by 5:00pm. If for any reason you are unable to collect by 5:00pm, we ask that you call the club as soon as possible (0208 6838451).
- Two members of staff will wait with your child until they are collected.
- There will be a late collection fee of £10 for every 15 minutes that you are late. This payment is to cover the cost of the additional time for staff to stay with children until they are collected. This charge will apply even if a phone call notifying the club of late arrival is made and will be payable from 5:01pm onwards.
- If we have no contact from either of the listed parents/carers by 5:30pm we will contact the relevant authority, i.e., Social Services and/or the Police.

INSURANCE

All children in our care are covered by Rockmount School Public Liability Insurance.

HEALTH POLICY

- We require that all children who are ill or infectious be kept home for the full duration of their ailment, and/or for 48 hours after the last symptom occurs dependent on Public Health guidance and advice received in writing from a medical professional.
- Our Extended Services manager or nominated First Aider will administer medication only if it has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer if prescribed by a doctor.
- All medication provided must have the prescription sticker attached which includes child's name, date, type of medicine and dosage.
- If a child requires medication prescribed, a parent/carer must complete a 'Permission to Administer Medicine' form in advance. Staff at the club will not administer any medication without prior written consent.

ABSENCE

If a child is not attending a scheduled day, parents/carers must notify a member of staff on 0208 683 8451. Unfortunately, we cannot refund any monies.

LOST PROPERTY

- Rockmount Holiday Club is not liable for any lost, stolen or damaged property.
- Please ensure all items are labelled with your child's name.
- Lost property will be held until the last day of holiday club and should be collected before by that date.
- Unclaimed lost property will be disposed of and will not be retained at school.

MOBILE PHONES

- We understand that older children (Year 5) may bring a mobile phone with them for Parents'/Carers' peace of mind when they are walking home by themselves. Any mobile phones brought to Holiday Club should be handed to the Extended Services Manager and will be kept securely until the end of the day.
- Parents/Carers are requested to contact the manager if they wish to speak to their child.
- Rockmount Holiday Club will not accept any responsibility for the damage or loss of any mobile phones that are brought in.
- If you wish your child to walk home by themselves you must complete a consent form.

EQUAL OPPORTUNITIES & CHILD PROTECTION

- Rockmount Children's Club supports equality and welcomes all children, regardless of their gender, ability, race or religion.
- Each child attending the club is of equal value and is entitled to equal access and opportunity.
- We operate a zero tolerance policy on discrimination or bullying of any kind.
- We have legal obligations in relation to Safeguarding and Child Protection.
- Safeguarding children at Rockmount Holiday Club is the responsibility of all staff. All adults working in the school are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead.
- Ana de Miguel, Extended Services Manager and Erika Cianfarani, Deputy Manager, are the Designated Safeguarding Leads.
- You can read our Safeguarding Policy in the school's website.

SPECIFIC NEEDS & MEDICAL CONDITIONS

- Rockmount Holiday Club recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment.
- It is the responsibility of the parent/carer to inform the Extended Services Manager of any medical conditions and special educational needs or disabilities. A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities planned within the staffing ratios provided for their age group.
- Rockmount Holiday Club is unable to provide 1:1 support.

BEHAVIOUR AND CODE OF CONDUCT

- Rockmount Holiday Club encourages a relaxed atmosphere and always aims to promote good behaviour.
- Upon booking you agree that your child will:
 1. Respect the club's property and that of other children
 2. Be patient, honest, fair and polite to others
 3. Not use abusive or explicit language
 4. Not be aggressive in the way they speak or behave towards others
 5. Respect and treat others as they would wish to be treated
- We have a responsibility for ensuring the wellbeing and safety of all children in our care and have procedures for managing behaviour.
- Parents/Carers will be informed of any unacceptable behaviour upon collection of their child. The manager may issue a warning to the Parent/Carer regarding their child's behaviour. We reserve the right to exclude a child from the club without a refund if two warnings are received within one week.
- On rare occasions, and in more serious cases, we will contact the Parent/Carer to come and collect their child.