



Terms and Conditions

Welcome to Smileys Wraparound Care

Smileys provides a safe, welcoming and engaging wraparound care provision exclusively for pupils attending Creech St Michael C of E Primary School. Our provision offers children opportunities to play, relax, socialise and take part in enriching activities before and after the school day.

As Smileys is a self-funded provision, the following Terms and Conditions apply to all bookings.

Smileys operates as an extension of the school day. Therefore, all school policies, procedures and expectations continue to apply throughout all Smileys sessions, including (but not limited to):

- Behaviour Policy
- Safeguarding and Child Protection Policy
- Attendance Procedures
- Equality and Inclusion
- Health and Safety

By booking Smileys, parents and carers agree to support and adhere to these policies.

Booking

Smileys sessions are booked via SchoolGateway.

There are **33 places available** for both Breakfast Club and After School Club. Once a session reaches capacity, no further bookings can be accepted.

Parents and carers who require regular sessions due to work commitments are encouraged to book early to avoid disappointment.

Payment

Payment for Smileys sessions must be made through SchoolGateway.

Tax-Free Childcare Voucher Schemes

We are pleased to accept payments through Tax-Free Childcare Vouchers including Edenred.

To make payment using childcare vouchers, please email office@csmprimary.co.uk with your reference number and child's name. Once you have booked your sessions, please make payment on your respective childcare voucher system and then send a screenshot of the payment including your child's reference number and date of transaction to office@csmprimary.co.uk – We will then allocate the funds to your child's Smileys account. We kindly ask that when sending your proof of payment you confirm how you would like this allocated i.e. the amount for Breakfast Club and the amount for After School Club so that we can ensure the credits are applied how you intend them to be used.

Smileys is a self-funded provision and accounts are monitored regularly. Parents and carers are expected to maintain their accounts in credit and ensure that the amount owed is cleared in payment as soon as

possible. It is important that accounts do not sit in debts and the school reserves the right to ensure that balances are maintained, alongside withdrawing the right to book should balances not be cleared in a suitable time frame.

Where accounts repeatedly accrue significant outstanding balances, the school may require payment in advance before future bookings can be made.

Refunds and Credits

Please note that Smileys sessions are non-refundable.

Sessions can be cancelled via SchoolGateway **at least two full days before** the booked session and in a credit of the session will show on your Smiley's account.

Sessions cancelled within two days of the booked session are non-refundable and the full session fee will remain payable.

Parents and carers are encouraged to regularly review their bookings and amend or cancel sessions through SchoolGateway, or by contacting the school office, to avoid unnecessary charges.

If your child does not attend a booked session without the required notice being given, no refund or credit will be issued.

Where parents have booked Smileys before after-school clubs have been released, it remains their responsibility to cancel any sessions no longer required within the cancellation period.

Credits will be issued where Smileys is cancelled by the school due to staffing shortages, emergency school closure or other exceptional operational circumstances.

Requests for credits due to child illness will only be considered where:

- the child has been absent from both school and Smileys for one week or more;
- the school has been informed in advance.

Parents and carers are encouraged to cancel sessions as early as possible if they know their child will be absent.

Late Collections and Charges

Parents and carers must ensure children are collected promptly at the end of their booked session.

Collection times are:

- **Short Session** – 4:30pm
- **Late Session** – 5:30pm
- **Long Session** – 5:30pm

Please arrive at the school office no later than the session finish time to collect your child otherwise a late collect fee will be automatically applied to our Smiley's account.

Late collection charges are applied as follows:

- **Short Session - (4:30pm collection)**
Your booking will automatically be upgraded to a long session and an additional charge of **£5.00** will be applied.
- **Late Session or Long Session (5:30pm collection)**
A charge of **£10 per family, per 15-minute period (or part thereof)** will apply until collection.

Outstanding late collection charges must be paid promptly. Failure to do so may result in Smileys bookings being suspended until the account has been cleared.

Where parents or carers fail to collect their child and cannot be contacted, the school's Designated Safeguarding Lead (DSL) will manage the situation in accordance with the school's safeguarding procedures.

Collections

Children must be collected by a responsible adult. Children will not be released to siblings or unknown adults. If someone different will be collecting your child, parents and carers must notify Smileys in advance by texting the Smileys mobile: **07939 514585**

When you arrive at the school office to collect your child, please call the Smileys mobile number to notify the staff that you are here. Please do not ring the buzzer as the school office closes at 4:30pm daily.

Pupil Premium/Service Premium

Pupil Premium and Service Premium funding cannot be used to pay for Smileys sessions.

All Smileys sessions remain chargeable.

There may be occasions where the school receives funding for targeted pupils which can be used for wraparound care, in these cases the school will make contact with families whose children qualify.

Emergency or Late Bookings

If you require a last-minute Smileys booking, please contact the Smileys mobile directly by telephone or text message on: **07939 514585**

Please do not email emergency booking requests, as emails may not be seen in time.

Parents and carers should ensure sufficient funds are available on their SchoolGateway account for any additional sessions, which will be added manually by the school office, or must make payment as soon as possible for any additional sessions made.

Fees

Session	Time	Fee
Breakfast Club (food served until 8:15am)	7:45am – 8:45am	£5.00
After School Club – Short Session	3:30pm – 4:30pm	£5.00
After School Club – Late Session (snack provided)	4:30pm – 5:30pm	£5.00
After School Club – Full Session (snack provided)	3:30pm – 5:30pm	£10.00

Fees are reviewed annually by the Governing Body. Parents and carers will be given advance notice of any changes to the pricing structure.

Review of Terms and Conditions

Creech St Michael C of E Primary School reserves the right to amend these Terms and Conditions where necessary. Parents and carers will be notified of any significant changes before they come into effect.