



## **Smileys Wraparound Care Terms and Conditions**

We are very proud of our wraparound care service which is accessible to all pupils in our school. The facility offers enhanced enrichment and social opportunities for the children due to the mixed age cohort. Smileys is a self-funded provision, and as such we do have terms and conditions in place to enable us to run a happy and safe provision for our pupils.

### **Booking:**

Smileys sessions are bookable on SchoolGateway. In order for families to book, they must have completed the forms for their child/ren to be added to the cohort. Once added, the option to book Smileys will appear on the app.

There are a maximum of 33 places available for both Breakfast Club and After School club. Please be aware that if a session is full, you will not be able to book on.

Booking typically opens as early on in the month as possible for the following month. This allows families to plan ahead for their needed childcare. Should you require very particular days due to working patterns, we would encourage you to book early to avoid disappointment.

### **Payment:**

Families pay onto their account for the sessions via the SchoolGateway app.

### **Payment Via Voucher Schemes including Tax Free Childcare Vouchers and EdenRed:**

Should a family wish to pay using Tax Free Childcare Vouchers (including EdenRed), we are pleased to confirm we can accept this. Families will need to email [smileysadmin@csmpprimary.co.uk](mailto:smileysadmin@csmpprimary.co.uk) with their child's name and the Tax Free Childcare Account Reference Number. Please ensure that once you have booked your sessions, you send a screenshot of your voucher scheme payment to [smileysadmin@csmpprimary.co.uk](mailto:smileysadmin@csmpprimary.co.uk) so that we know the payment has been sent.

Please note that accounts are monitored closely, and should a significant debt build up, you will be emailed to prompt a payment. Should an account exceed £100 debt without prompt payment, we reserve the right to stop Smiley's bookings until the account is brought up to date.

Should we find that accounts are continually accruing debts which are not cleared in a satisfactory time frame, we reserve the right to revoke the ability to book prior to payment and you will need to pay in advance and await the credit being applied to your account to enable you to book.

### **Refunds and Credits:**

Smileys sessions are non-refundable. Families are able to cancel sessions 2+ days prior to the session and this will be credited. However, any cancellations within the 2 day window prior to the session are not refundable and the charge for the session will stand. Families are therefore, encouraged to check their bookings regularly to ensure that they are aware of all booked sessions, and manage bookings via the app or by liaising with the school office team who can assist in amending bookings, to avoid being charged for sessions no longer required.

If you decide not to send your child to their session, this will **not be** credited or refunded if you have not cancelled your session at least 2 days in advance.

Please also note that if you are booking ahead sessions prior to after school clubs being released, you will need to cancel sessions you do not need at least 2 days in advance.

The exception to this will be if the school has cancelled sessions due to staffing or school closure. In this case, any sessions which the school have cancelled due to Smiley's closure or staffing, will be credited back to your SchoolGateway account.

Credits for sessions missed due to child illness will only be taken into consideration if your child is unable to attend school and Smileys due to illness of one week or more and when notified in advance. You are able to cancel sessions 2+ days in advance and we would encourage families to do this if they know that their child may be off school due to illness or other reasons to avoid loss of paid for sessions.

### **Late Collections and Fines:**

Families must ensure their children are collected promptly at the end of their chosen session. Please note that this does mean if you have booked a C session (short) this finishes at 4:30pm and you must be at the office for 4:30pm to collect your child. Likewise, if you have booked a D or E session these finish at 5:30pm and you must be at the office to collect your child at 5:30pm to collect your child.

All late pickups will be charged as follows:

C – 4:30pm late pick-ups – The session will be changed from a C to an E code and you will therefore incur a charge of £4.50.

D or E – 5:30pm late pick-ups – An L code will be added to your accounts and incur a charge of £10 per 15 minutes per family.

Fines must be paid as soon as possible, unpaid fines may result in your Smileys account being put on hold, pausing all sessions, until the debt is cleared.

### **Collections:**

Children must be collected from Smileys by an adult. Please do not send siblings to pick up as they will be turned away. We cannot release children to unknown adults so please also inform Smileys staff if there will be a new person collecting your child. You should inform the team by texting the information to the Smileys mobile number **07939514585**.

### **Pupil Premium:**

Pupil Premium and Service Premium does not cover Smileys and all Smiley's sessions are chargeable.

### **Emergency / Late Bookings:**

**If you require a last minute booking for Smileys, please contact Smileys directly via text or phone call to the Smileys mobile number 07939514585. Please do not email as this information will not be picked up in time.** Please ensure you top up your Smileys account with the current funds for any additional sessions as these will be manually charged by the administrative team.

### **Fees:**

Fees for Smileys are as follows:

- (b) Breakfast Club, including breakfast (7:45am – 8:45am) - £4.50
- (c) After School Club Short Session (3:30pm – 4:30pm) - £4.50
- (d) After School Club Late Session (4:30pm – 5:30pm) - £4.50
- (e) After School Club Full Session (3:30pm – 5:30pm) - £9.00

Fees will be reviewed annually by the Governing Body and families will be notified in advance of any changes to our pricing structure.