



Before and After School Club Policy

Admissions

When a parent/carer contacts Norwich Road Academy office enquiring about a place for their child/ren, they will be given all the relevant information they require and informed whether there is currently a suitable place available for their child/ren.

- The breakfast club operates from 7.30am – 8.40am during term time and breakfast will not be served after 08.15am
- The afterschool club operates from 3.15pm – 6.00pm during term time

If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration Form (see Appendix 1) to confirm their child's place.

Parents/carers will also be required to complete and sign the Emergency Medical Treatment section on the Registration form.

Waiting List

To ensure that admissions to Hedgehogs are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If a suitable place is unavailable the child/ren's name will be placed on a waiting list.
- The waiting list will be kept and used on a strictly 'first come first served' basis.
- When a vacancy becomes available a member of the Academy's office staff will contact the parent/carer advising them of details of the space available.

Late Collection or Non Collection

Norwich Road Academy expects that all children should be collected on time. An unexpected late collection can cause a child anxiety and worry. If a collecting adult is delayed for any reason, they should make alternative arrangements. It is not the academy's responsibility to do this. We understand that, in exceptional circumstances, a child may not be collected on time. We request that the collecting adult call ahead and give an estimated time of arrival. This information can then be shared sensitively with the child.

Children should be collected by 6.00pm and a charge will be made for late collection. **A fee will be applied for late collection from 6.05pm onwards and for every 15 minutes of lateness or part thereof, £5.00 will be charged.** Should regular late collection be an issue, the ability to access Extended School provision may be reviewed.

Unacceptable Behaviour

Whilst attending Hedgehogs, children are expected to follow the school ethos and rules. The school Positive Behaviour Policy applies at all times

- Staff will deal fairly but sympathetically with unacceptable behaviour.
- Parents will be told if it has been necessary to discipline their child.
- All incidents will be treated individually, but serious incidents will be recorded and reported to the Principal.
- Should unacceptable behaviour persist, a verbal warning will be given to parents.
- If a child's persistent inappropriate behaviour puts other children at risk, or makes it difficult for the club to function properly, parents will be advised in writing that their child can no longer attend Hedgehogs breakfast and afterschool club

Fees

Although Norwich Road Academy Hedgehogs realise the cost of registered childcare may seem expensive we do expect fees to be paid promptly and in advance. Unfortunately, refunds cannot be given for non-attendance for any reason.

The level of fees will be set by Norwich Road Academy and will be reviewed annually. **Please note that cancellation of sessions will still need to be paid for and fees must be paid for on agreed days, even when the child is absent.**

In exceptional circumstances, individual payment arrangements will be negotiated between the academy and parent/carers. Parent/carers wishing to negotiate alterations to the standard fees policy should arrange a meeting with the Principal of Norwich Road Academy at the earliest possible opportunity.

Parents/carers need to book at least two weeks in advance, and no bookings are taken without payment.

Parents/carers are encouraged to speak to the Principal if they have any queries about the fees policy, or if, for any reason, they are likely to have any difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child/ren's place at Hedgehogs.

Any bad debts will be handed on to the legal department to follow up.

I agree to the above terms and conditions for Hedgehogs Before & After School Club.

Signed: _____ **Date:** _____