



TELFORD INFANT SCHOOL
SMILES CLUB
TERMS AND CONDITIONS

Our Aims:

Our SMILES Club provides a complete “wrap around” facility, providing high quality childcare.

Building upon the ethos of Telford Infant School we aim to provide a safe, happy and stimulating environment managed by caring and experienced play workers.

SMILES Club is committed to safeguarding and promoting the welfare of children and expect everyone in our community to share this commitment. Our Staff all hold a DBS and some Staff hold a Paediatric First Aid Certificate. The Manager also holds an Adult in the Workplace first aid certificate. The Designated Safe-guarding Lead is our Head Teacher Mrs Sian Oustayiannis.

Opening Times:

Smiles Breakfast Club: Open 7.45am to 8.45am

Smiles After School Club: Open 3.20pm to 6.00pm

We ask for all children to be collected from the Club by 6pm at the latest.

Venue:

SMILES Breakfast Club is held in our school hall every morning, while our SMILES After School Club is run from two classrooms on the Telford Junior School site as well as from the Infant School building. Both Clubs are equipped with varied and exciting play equipment to give your children an interesting and stimulating start and end to their school day.

Fees (from September 2022):

Breakfast Club: £4.40 per child per session

After School Club: £10.30 per child per session

There will be an increase in fees from September 2023 as follows:

Breakfast Club: £4.60 per child per session

After School Club: £10.80 per child per session

Fees are payable in accordance with the terms below and are reviewed each September.

Existing Members

For existing members, an invoice is issued in advance, at the beginning of each half term for the next half term's fees.

Payment of those invoices are required via ParentPay, Child Care Voucher or the Tax Free Credit system within 21 days of the invoice being issued to you. The exact date will be shown on the invoice.

Please note that failure to pay an invoice within the payment period, and persistent late payment after the required date, could result in your child's place being withdrawn.

New Starters

A one off registration fee of £5 per child for Breakfast and After School Club applies when registering your child. Payment of this fee will be added to your first invoice.

For New Starters who already attend either the Infant or Junior School, an invoice will be issued upon registration. Payment of that invoice will be required within 14 days of the invoice being issued to you.

Invoices thereafter will be issued in accordance with the existing members section above.

For New Starters who are joining Reception at the start of the academic year, an invoice for the Autumn 1 term will be issued during the previous Summer 2 term to those parents who will be paying via the Government's Tax Free Credit System or Childcare Vouchers. Parents paying straight to the School by ParentPay will be invoiced at the beginning of September. Payment of these invoices will be required within 14 days.

Invoices thereafter will be issued in accordance with the existing members section above.

Please note that failure to pay the invoice within the payment period could result in your child's place being withdrawn and action taken against you to recover any unpaid fees.

Childcare Vouchers and Tax Free Childcare Scheme:

We are able to accept full or part payment using either of the above schemes should you have one of these methods available.

Refunds

We regret that we are unable to refund fees should your child not attend on any of the booked sessions.

Fees will not be refunded should Infant and/or Junior School have to close due to events outside of our control, such as adverse weather conditions, polling days, or any other days

when one School is open and the other is shut to children. This includes Teacher Training Days. Infant School liaise with the Junior School around Inset Days, but it is not always possible for these to coincide.

Late Collection

Please also note that a £10.00 late collection fee will also apply to each child for every 3 times you are late to collect after 6.00pm. This fee will be added to your next invoice.

Where you incur consistent late collection fees, we may consider withdrawing your child/ren's place at the club.

Ad hoc sessions:

Ad hoc sessions are subject to availability and are available to current members of the Club, i.e. those who are already registered. Please contact the SMILES Manager to enquire about any available sessions.

Please note that payment of any additional/ad hoc sessions will be added to your next invoice.

Registration:

To register your requirements please email our SMILES Manager, Mrs Francesca Berry at smilesclub@welearn365.com with the following information:-

1. Child's full name
2. Child's date of birth
3. Child's current year group and class name (for children starting in Reception in the following September, please provide the date you accepted the place with our School with Admissions Service.)
4. Parent's full name and contact details
5. Sessions required

Your application will be considered as soon as possible and where a place can be offered, a Registration Form and Parental Agreement Form will be provided for completion and return before your Child begins attending.

All sessions that your child begins attending will automatically be retained by them as they move up a year group each, including when they move up to the Junior School.

Non-attendance:

Please notify us if your Child is not able to attend the Club for any reason. If you are unable to email the day before, it is preferable for you to message the SMILES phone – 07925 823386 – before 12.00 midday so that I can pick up the message at lunchtime and advise staff accordingly.

Please also let us know if your Child will be attending any other after school clubs should these fall on a day your child is booked on a session so we are aware to expect them at a later time, and save their snack for them.

Snacks:

The children can enjoy healthy choices at Breakfast Club, which include toast, crumpets, muffins, and various fresh fruits. At our After School Club, nutritious snacks are prepared each day and our menu varies across the week. This snack is not intended to replace an evening meal at home.

We are a nut free School and children with allergies, intolerances and lifestyle or religious choices are fully catered for. If your child has any specific allergies it is essential that you inform us of these on the registration form. If your child develops an allergy at a later date please inform the SMILES Manager by email immediately.

Medicine Policy:

In the event that your child has an allergy or asthma, we will require access to the appropriate medication should they suffer a reaction at SMILES.

Please note that the following applies only if your child attends the Junior School:

- You will need to provide separate medication as the SMILES Club do not have access to medicines stored on the Junior School site.
- If your child has an anaphylactic allergy we will require an in date epi pen (and medicine if applicable) together with a copy of their care plan to be held at Smiles.
- If your child suffers from asthma we will either require an inhaler and spacer to be held by us, or for you to confirm that they are always kept in your child's bag.
- Please note your child will not be able to attend SMILES without us having access to the necessary medication.

If your child attends the Infant School, then the medication and/or care plan already held by us will be used/accessed.

We do not normally administer any additional medication, but should you have a query relating to this please contact Mrs Francesca Berry, the SMILES Manager.

Admissions:

A copy of our admissions policy is available on our website.

Security:

Children must be signed in and out by the delegated person dropping off or picking up.

You must inform us, in advance, if you delegate someone-else to collect your child. We are unable to release a child to someone if their details have not been provided to us.

For safeguarding purposes, Parents are asked to drop off/pick up at the designated place and not to wander around the School site.

Behaviour:

Our behaviour policy can be found at Club and on the SMILES section of the website and must be adhered to when on the School site or dealing with any staff members.

We expect the children to make safe choices and be kind, polite and caring at our Club and we have strategies in place for managing persistent inappropriate behaviour. A child's place at the Club may be withdrawn due to ongoing unsafe behaviour.

Debt Recovery

Please note that children are unable to attend sessions where payment has not been made in advance. However if there is a problem in paying an invoice please immediately contact the SMILES Manager, Mrs Francesca Berry, who will assist wherever possible.

Non-payment will result in your child's places being withdrawn immediately and should any outstanding debt continue, we will have no option but to refer the matter to our Legal Services Department to consider taking further action against you.

Additionally, persistent late payments made after the required payment date may result in your child's sessions being withdrawn. If you know you are unable to make the payment by the required date please contact me so that I am aware of the situation, and I will help wherever possible.

Contacting Us:

If you have any questions, please contact our SMILES Manager, Mrs Francesca Berry:

smilesclub@welearn365.com

07925 823386 between 7.25am and 8.25am, and 3.30pm and 6.00pm.

Outside of these hours, please email, send a text message or leave a voicemail and we will respond to you as soon as possible.

Feedback:

We are constantly looking for ways to improve our SMILES Clubs and would welcome any feedback or suggestions you may have.

Last updated 23.04.23