

Jack and Jill School

20 First Cross Road
Twickenham
TW2 5QA

OFFERS

After School Care

3.00 – 6.00pm daily during term time

for

3 – 6 and 7 – 11 year olds

A varied programme with ample opportunity to relax in the care of Jack and Jill staff

£9.00 per day, to include transport from local schools, high tea and optional participation in a weekly programme of specialist activities including sport, art, cooking and drama.

Individual piano lessons available at extra cost.

Appointments to visit the Club prior to making an application should be arranged with the School Secretary or After School Co-ordinator on **020 8898 7310**

Terms and Conditions overleaf

TERMS AND CONDITIONS

Payment of Fees

All fees must be paid at the beginning of the term (post-dated cheques are accepted for the second half of term). **We regret that should your payment not be received within one week of your child's first scheduled date of attendance, we will be obliged to cancel his/her attendance and your child will not be collected from his/her school.** One half term's notice of the withdrawal of a child is required, *otherwise fees are payable in lieu* and we regret that refunds will not be made for absence. Any costs incurred in the collection of fees will be added to the capital debt.

Collection

Children will only be released to named adults unless prior notification has been given in writing. In the event that you are unavoidably detained and unable to collect your child(ren) on time, please advise our staff by telephone (020 8898 7310) as soon as you can. A late collection penalty charge of £5 will be applied for collection between 6.00pm and 6.15pm and thereafter £5 for every 15 minutes you are late. *All penalty fees must be paid directly to that member of staff when you collect your child(ren).* In accordance with current legislation, should there be no contact from parents after 2 hours, Social Services will be contacted.

Changes to Collection Time

Should your child(ren)'s school collection time be altered for any reason, please advise Mrs Page, the After School Club secretary, as soon as possible. This also applies to any change in your school term dates (including INSET DAYS). We receive one copy of each school's dates at the beginning of the year but it is the responsibility of parents to keep us advised of any changes during that year. No charge is made for INSET days falling on a day your child normally attends and a refund for one scheduled at a later date will be given if Mrs Page is notified at least one week in advance.

Cancellation due to Sickness/Other Commitments

Should your child(ren) be unable to attend the After School Club on a particular day, ***Mrs Page must be informed*** so that collection arrangements are accurate.

Amendments to Requirements

Should you need to change the number of days your child normally attends, please give as much warning as possible and at least a week's advance notice.

Children's Personal Records

No child will be accepted until all the necessary personal records, sent upon acceptance of a place have been received by the School. The School Secretary must be advised in writing immediately if there are any changes in the child's personal details.

Illness

Children with any form of contagious illness will not be admitted. Should a child be taken ill during a session, the parent or guardian will be informed immediately and will be expected to collect him/her. In the event of an accident requiring urgent medical attention, the child will be accompanied to hospital by a member of staff and the parent/guardian informed immediately. Medication will only be administered in accordance with the school's policy on the administration of medication which is available on request.

Complaints Procedure

Any problems should be discussed in the first instance with the After School Co-ordinator who will make every effort to address the grievance. Should the problem remain unresolved it should be raised with the School Principal either in writing or by requesting an appointment within 7 days. The matter will be investigated and the outcome advised to you in writing within 2 weeks of receipt. If the outcome is still unsatisfactory the school's complaints procedure should be followed. This is available on request and the Complaints and Enforcement Department at OFSTED can also be contacted at the National Business Unit, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA, Telephone 08456 404040.