



**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 8.55am

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 2020):**

Breakfast Club: £4.00 per child per session (increasing to £4.20 at the start of Spring 1 term 2021)

After School Club: £9.50 per child per session (increasing to £10.00 at the start of Spring 1 term 2021)

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, mid-way through a half term for the next half term's fees.

Payment of those invoices are required via ParentPay within 21 days of the invoice being issued to you, or by Child Care Voucher or Tax Free Credit.

Please note that failure to pay an invoice within the payment period could result in your child's place being withdrawn.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 at the beginning of September. Payment of that invoice will be required within 14 days of families being added to ParentPay.

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.

### Refunds and Late Collection Fees

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

Please also note that a £10.00 late collection fee will also apply to each child for every 3 days 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 have already registered. Please contact the SMILES Manager to enquire about any additional 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 on [smilesclub@welearn365.com](mailto: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. For children in years 5 and 6 requiring a Breakfast Club place – full name and class of Infant School sibling
5. Parent's full name and contact details
6. 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 a week before your Child begins attending, where possible.

**Non-attendance:**

Please notify us if your Child is not able to attend the Club for any reason, giving 24 hours notice where possible.

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.

**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.

**Snacks:**

The children can enjoy healthy choices at Breakfast Club, which include toast, crumpets, cereals, yogurts 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.

We are a nut free School and children with allergies 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, 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 make us aware 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 to collect your child. We are unable to release a child to someone where 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.

**Debt Recovery**

Whilst payment of fees are required in advance of any session your child is booked to attend, there may be circumstances that result in debts accruing for unpaid fees. In these circumstances, you will be encouraged to discuss any issues with the SMILES Manager and where those discussions are unsuccessful, you will be issued with a warning letter.

Should non-payment continue, we will have no option but to refer the matter to our Legal Services Department to consider taking further action against you. If this becomes necessary, your child/ren's place/s will be withdrawn with immediate effect.

**Contacting Us:**

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

[smilesclub@welearn365.com](mailto:smilesclub@welearn365.com)

07925 823386 between 7.25am and 8.25am, and 3.30pm and 6.00pm. Outside of these hours, please 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.