

Terms & Conditions

Registration

All parents/carer's must complete our online Registration Form before a child can be accepted at a Quackers Out of School Clubs. Registration must be completed directly on our website <https://quackers.childcare-online-booking.co.uk/>

It is incumbent upon parents/carer's:

- a. To ensure that the staff at Quackers are made aware of any welfare or health issues affecting your child, including providing any care plan/statement your child might have.
- b. To advise Quackers staff of any medication your child is using.
- c. To not allow your child to bring any food or toys into Quackers.

Quackers Out of School Clubs must be notified of any changes in Registration details as soon as possible. This is to be done by updating your child's or parents' details on our booking system. Should this change involve a medical condition or a food allergy you **MUST** also call our booking office on 07841 018726 to discuss this further.

We will not accept a child if we have had no booking for them and cannot accept a child that is not registered with us or who does not have on them, medication they may need whilst at the club.

Booking Sessions

Depending on your School, we may accept **Ad hoc** (booking as and when), **Contract** (Booking the same days each week until notice is given -see below), or both Ad Hoc and Contract bookings. Please see your Schools Page on our website for details.

1. Ad hoc Bookings

Bookings may be made online up to 23.59 on the Sunday in the week PRIOR to the required session and are subject to availability.

It is the parents/carer's responsibility to keep an eye on Early Bird deadlines found on our website.

2. Contract booking

To request a place please complete the CONTRACT BOOKING REQUEST FORM found on your club's page of our website.

Submitting a Booking Request does not guarantee a place. We will confirm availability with you once we have your booking request. Once confirmed the contract will be binding and ongoing until notice to terminate the contract has been received or given. (see cancellation policy below).

Fees are to be paid one month in advance. You will be emailed an invoice on the last day on the month for the coming month booked and payment will be due. The invoice will be for the total of the booked session in the coming month based on your reoccurring booking pattern but will only show sessions that you have not cancelled in advance (for example if you have told us your child won't be coming one afternoon), however these sessions will still be chargeable. Please see your booking home page before paying as this will take into account any credits or additional charges on the account.

3. For all Bookings

The responsibility for payment of all fees, charges and penalties always lies with the person who has the account.

Should an INSET day be announced for a date that you have booked and paid for, your account will be credited for the unused session. Credits are non-refundable.

Should we be unable to provide a Club for short term circumstances outside of our control, such as closure of the premises due to bad weather, a power cut or restricted access to the site, then fees for that session are still payable. We will however always try and find suitable alternative accommodation if possible.

Should a class closure occur but the school remains open, Quackers Out of School Clubs will continue to be open for business and fees apply.

We reserve the right to withdraw our service and cancel or not accept bookings.

Should payment not be made, and we have to claim payment through debt collection or other legal routes, we will add the costs in doing so to the amount sought.

All bookings will be accepted in line with our policies and procedures, a copy of which can be found on our website.

Failure by Quackers Out Of School Clubs to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.

Failure to settle all fees and/or penalties when due, may result in the clubs taking action (including legal action) to recover any outstanding sums.

Cancellation Policy

1. Ad hoc Bookings

Sessions cancelled online with 15 or more days' notice will be credited back to your account. **Credits are non-refundable.** Sessions cancelled with less than 15 days' notice will not be credited back.

We will not credit sessions for non-attendance.

2. Contract Booking

When a session/day/entire contract is cancelled it will be permanently removed from your booking pattern. There is no option to just cancel a one-off session.

If cancelling or reducing your booking pattern, you need to give at least five working term time days in the previous month, you can request it to come into effect anytime from the first Monday of the following month.

We will not credit sessions for non-attendance.

If you wish to add sessions on an ongoing basis, please email info@quackersoutofschoolclubs.co.uk, requesting the additional sessions. If there is availability, and it is part way through the month, for the remainder of the month the additional sessions requested will be added as Ad-hoc sessions and Ad-hoc fees apply.

A new contract taking these additional days into account will take effect from the first Monday of the following month.

Should you wish to add extra days or just book ad hoc, please call 07841 018726 between 9am and 3pm term time.

Childcare Vouchers

Childcare Vouchers may take 5 working days to reach us and will only be credited to your account on the first working day after they are received by us.

Only once Childcare Vouchers are applied to your account can they be used to pay for a booking.

A £20 admin fee is applicable to all requests to return any childcare vouchers back to their original voucher company or other provider.

Penalties for Late Collection

Children MUST be collected no later than the finish time of the session booked otherwise the session will be extended to a later session and the difference billed at the standard rate. For children arriving more than 5 minutes earlier than their booked time the session booked will change to incorporate the earlier start time, which will be billed at the standard rate.

It is the responsibility of all parents/carer's collecting children to do so promptly at the end of the session. Any child not collected by the end of the Club at 6 pm will incur a late collection fee of £10 for the 1st 15 minutes, then £15 for each 15 minutes or part of thereafter. REPEATED lateness may see us withdraw our services to you.

Penalties for not letting us know your child is going to another club first

If coming to us later from ANY other Club, you will need to liaise directly with them to ensure your child is brought to Quackers as WE DO NOT TAKE ANY RESPONSIBILITY FOR A CHILD UNTIL THEY ARRIVE AT OUR CLUB. You MUST add a note online next to each session booked where your child will be going to another club before they come to quackers. See your clubs page on our website for more details of how to do this.

We reserve the right to charge £10 per incidence should we have to go looking for your child when you have not informed us that they will be going to another club first.

Penalties for not letting us know your child is not coming to After School Club

If your child is not coming to a booked session/s Parent/carer's MUST cancel sessions online AT LEAST 30 minutes before the start of the club. This can be done by logging in to your booking account, going to the SUMMARY Tab and cancelling the required session.

If cancelling with LESS than 30 minutes notice, as well as cancelling online, you MUST CALL THE CLUB (numbers on website) and inform them.

We reserve the right to charge £10 per incidence should we have to go looking for your child when you have not informed us they are not coming.

Legal: Waivers, Exclusions and Jurisdiction

We reserve the right to withdraw our service and cancel or not accept bookings should an account be more than 14 days overdue, if the Clubs Staff Experience poor behaviour from any child/parent/carer or if our Policies and Procedure are not adhered to.

These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.

These Terms and Conditions of booking apply to all bookings made, irrespective of the method used to book.

Quackers Out of School Club shall not be liable for any direct or indirect loss suffered by parents/carer's as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.

Quackers, Quackers Breakfast Clubs, Quackers After School Club and Quackers Out Of School Clubs and Quackers Holiday Clubs are trading names of Quackers Day Nursery Ltd and is with whom your contract is made.

We reserve the right to change our Term and conditions and Policies and procedures at any time.
Updated March 2023