

Acorns Holiday Club Terms and Conditions

Acorns Holiday Registration

If you are registered with Acorns Wraparound you are automatically registered with Acorns Holiday Club.

A link to KidsClubHQ can be sent to you on request or found on our adverts and website. Follow the link and create an account on KidsClubHQ to register.

Acorns Bookings

The cost for a session is £38 and an extra charge of £2 is payable for the extended session where these sessions are offered. Discount prices available for bulk session bookings.

On days that have special events booked, these will be charged at an extra cost and are mandatory for children attending on those days. Prices can be found on the program flyers and our website.

Multi save bookings are for blocks of 5+ sessions; these can be spread across siblings or allocated to one child (all children must all live in the same household.) The cost for multi save sessions are £35. Event and extended sessions charges will still apply.

All parents/carers will be required to complete the registration process to select days attending.

Payments are due when the booking is made and are non-refundable. Payments are made through your KidsClubHQ account.

Waiting list

All sessions have a maximum number of spaces and once reached applicants will be put on a waiting list.

Priority will be given in the following order:

1. Siblings
2. Parents wanting multi save bookings of 15+ sessions or more sessions.
3. Highest ranking on the waiting list

Acorns Holiday Club opening hours

Full day sessions will run between 8:30 – 4:30pm.
Extended sessions will run until 6pm when offered.

Staffing

Acorns Holiday Club is run by Thames Ditton Infant School staff. They are all DBS enhanced checked and hold a current First Aid certificate. All staff are safeguarding trained, with the Manager on site for each session a Designated Safeguarding Lead (DSL).

Staff running Acorns will have access to the current information held on KidsClubHQ for your child. All information will be treated as confidential and will be stored appropriately.

Cancellation of permanent sessions

Due to the high level of demand, refunds will not be given should you cancel your child's session, unless there are exceptional circumstances.

Ad-hoc sessions

Ad-hoc sessions are one-off sessions that may be needed.

An online account registration will need to be completed before your child can attend the Acorns Holiday Club. Please see details of how to do this in the 'Acorns Holiday Registration' section at the beginning of this document.

AdHoc sessions are available to be booked either on KidsClubHQ or via email to acorns@thames-ditton-infant.surrey.sch.uk. These sessions will need to be paid before your child can attend.

Payments

Payment is made online via KidsClubHQ or using the Government Tax Free Childcare Scheme/ your chosen Childcare Voucher payment provider.

If your childcare costs exceed the tax-free vouchers, all outstanding costs need to be paid for online using an alternative option.

Childcare vouchers

Where possible please give Acorns and your child's name as the reference, so that payments are allocated to the correct account.

If you are making a payment using childcare vouchers, please ensure payment is processed with the company you are using giving enough time to ensure the payment reaches the school bank account by the payment date. Late payments may incur an admin fee and potential cancellation of your place.

We are registered with the Childcare Voucher Providers listed on our website. If your chosen Childcare Voucher Provider is not listed, please let us know and we will register with them.

Government Tax-free childcare

Please register via www.surreycc.gov.uk, and email your code ending in 'TFC' to acorns@thames-ditton-infant.surrey.sch.uk so that we can find your payment on the school bank account. Your KidsClubHQ account will be updated when payment shows on the school bank statement.

Dropping Off and Collection of children and Safeguarding

Please bring all children attending to the side gate of the school. All children MUST be signed in when they arrive at Acorns Holiday Club.

The Club closes at 4:30pm. All children MUST be collected from the side gate and signed out by this time unless they have registered and booked the extended day when collection is at 6pm.

For security purposes, if your child will not be attending a session for any reason, we ask that you email acorns@thames-ditton-infant.surrey.sch.uk by 8am on the day, so that we are aware.

Anyone collecting your child needs to provide the Magic Word that you provided on your KidsClubHQ account on collection. Please do also email us if the adult collecting is someone other than those listed in your KidsClubHQ account.

If at any point you want to change your Magic Word please log in to your KidsClubHQ account and make the changes there.

Policies

Acorns is run by the School and therefore adopts the School Policies. These are available on our website.

We reserve the right to refuse or terminate a place at Acorns Holiday Club following breaches of the school behaviour policy.

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Late collection procedure

It is the parent/carers responsibility to ensure their child is collected at the end of their session and by 6pm at the latest.

If unavoidably delayed, please contact the Acorns Holiday Club Manager directly by telephone on 07783 339 267.

Any collection after 6pm will be recorded and may incur a fee as follows:

- 4:30 – 4:45/6pm-6.15pm £10 per child
- From 4:45/6:15pm we will follow our safeguarding procedures and CSPA will be notified.

If a child is persistently collected later than 4:30/6pm (persistently will mean more than three times in one holiday), the School reserves the right to withdraw your child from the Acorns Holiday Club.

Food

Please identify any food allergies/ dietary preferences on your KidsClubHQ account. It is important that all the information you provide is correct. If any information changes from when you first book with us, it is your responsibility as parent/ carer to ensure that your details are up to date on your KidsClubHQ account.

All Children will need to bring their own packed lunch in a clearly named box/bag. No children will be allowed to share food due to allergies and dietary requirements.

We are a nut free school please makes sure your child is not bringing in food containing nuts.

We will provide snacks and drinks for the children throughout the day.

Medication

The Holiday Club is only able to administer medication for long-term illness i.e. asthma inhalers, epipens, piriton etc. The Club is not able to give antibiotics or pain relief type medication.

In the first instance parents should contact acorns@thames-ditton-infant.surrey.sch.uk/07783 339 267 to discuss their child's needs and whether they can be met. Medication should be brought to the Holiday Club in original containers with the child's name clearly displayed.

All medication is kept in a cupboard in The Burrow to enable easy access for Holiday Club staff. It is parents' responsibility to ensure that medication is in date and replenished as and when required