

Acorns Wraparound Terms and Conditions

Acorns Registration

You will be sent a link to follow that will allow you to make an account on KidsClubHQ. Once this is completed you are registered with us at Acorns

Acorns Bookings

The link to register can be found on our website.

If places are available, you will be able to book for one academic year at a time. If your booking is made mid-way through an academic year, you are subject to the same process as in the next paragraph.

Your booking with Acorns are permanent until you request to cancel it or your child leaves the school.

Regular booking sessions can be requested via KidClubHQ contracts.

Children who register with a contacted space (i.e. same days each week or every day) will be given priority over new applicants.

Any spaces still available after the 31st March will be opened up to new children starting in Reception and other existing families at our school that may wish to access our services.

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 4 or more morning and/or afternoon sessions
3. Highest ranking on the waiting list

Acorns opening hours

Breakfast sessions will be open from 7.15am, Monday to Friday during term-time only.

Afterschool sessions will be open from 3:05 pm to 6.15pm, Monday to Friday during term-time only.

Acorns will not be available on INSET days or bank holidays.

When school finishes early at the end of a full term (before Christmas, Easter and Summer Holidays), Acorns will not be open for the Afterschool Session. The Breakfast Club will remain open on this day.

Staffing

Acorns Wraparound Provision is run by Thames Ditton Infant School staff. They are all DBS enhanced checked and hold a current First Aid certificate. Staff preparing and serving food are Food Hygiene trained. 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 with the school and on KidsClubHQ for your child. All information will be treated as confidential and will be stored appropriately.

Contracted Sessions

A contracted session is a session booked and attended the same day each week reoccurring until you cancel it or your child leaves the school.

The cost for every permanent session booked half-termly is £7 for breakfast and £20 for the afternoon session.

All parents/carers will be able to log into their KidsClubHQ account to see their balance and check days booked are correct, at the beginning of every month.

Permanent sessions remain payable for all periods of absence (absence due to illness, appointment, playdate).

Cancellation of permanent sessions

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

A half term's notice must be given in writing to permanently cancel a regular session. Please email acorns@thames-ditton-infant.surrey.sch.uk, giving your reason for cancelling your child's place at Acorns. You will receive an acknowledgement email, and a final amount to be paid before your child can be taken off the register.

If you inform us that a session is no longer required within your block of regular sessions, we may be able to accommodate a refund for that session providing you give us a week or more written notice. In this instance, if you provide us with less than a week's notice, you will still be expected to pay for your session. This is because we will still be expected to pay the club staff and the food, resources and activities will already have been arranged. If the session is cancelled 1 week or more before the date your account will be credited for the session.

It is the parents' responsibility to inform the school if their child is not attending and you will need to send an email to Acorns email to cancel a booking.

Due to high demand, if a child regularly misses their booked slot, the school will contact you to discuss the reasons for non-attendance.

Ad-hoc sessions

Ad-hoc sessions are one-off sessions that may be needed if you are unable to collect your child from school on a one-off occasion.

You will need to register with KidClubHQ online before your child can attend the Wraparound Acorns Provision. Please see details of how to do this in the 'Acorns Registration' section at the beginning of this document.

All ad-hoc sessions must be booked in advance on KidsClubHQ. These will only show on KidsClubHQ if there is availability in our wraparound provision. Ad-hoc sessions need to be paid for at the time of booking.

Payments

Payment for contracted session is required a month in advance. Your child's place will be cancelled if you fail to make payment for two consecutive months.

All accounts must be cleared of any debt by the 10th of each month, with no exception. If payment is not received by the payment date, your child will not be eligible for a place at Acorns at the beginning of the next half term, and will not be able to attend until the debt is cleared. Your child's place may be reinstated once the balance is cleared, if it is still available.

If your child starts half way through a half term, payment will be due by the payment date, or immediately if the payment date has passed.

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

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If your childcare costs exceed the tax-free vouchers, all outstanding costs need to be paid for online using a debit/credit card.

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.

Once a remittance advice has been received from the childcare voucher company, your KidsClubHQ account will be updated with the payment by the Friday of each week if it has shown on our bank account.

We are registered with the Childcare Voucher Providers listed on our website. If you're 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 if payment shows on the school bank statement.

Dropping Off and Collection of children and Safeguarding

Please bring all children attending Breakfast Club to the side gate by their parents or carer. All children MUST be signed in when they arrive at Breakfast Club.

The Afternoon Club closes at 6.15pm. All children MUST be collected from the reception gate and signed out by this time.

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 10am on the day, so that we are aware. This will ensure that Acorns staff do not have to go looking for your child at the beginning of a session.

Anyone collecting your child needs to provide the Magic Word that you provided when you registered with KidsClubHQ 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 into your KidsClubHQ account and change it in 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 following breaches of the school behaviour policy.

Late collection procedure

It is the parent/carers responsibility to ensure their child is collected at the end of their session and by 6.15pm at the latest.

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

Any collection after 6:15pm will be recorded and may incur a fee as follows:

- 6.16pm-6.30pm £10 per child
- From 6:30pm we will follow our safeguarding procedures and CSPA will be notified.

If a child is persistently collected later than 6:15pm (persistently will mean more than three times in one half term), the School reserves the right to withdraw your child from the Acorns Wraparound Provision.

Participation in After School Clubs

After School Clubs are offered separately and these are booked and paid for individually. If you wish your child to attend the Acorns Wraparound Provision when their After School Club has finished, they will be escorted from the club. Please make sure you notify your After School Club as it is their responsibility to bring them to the Acorns Wraparound Provision.

Food

Please identify any food allergies/ dietary preferences on your KidsClubHQ account, these can be changed and updated at any time, It is your responsibility as parent/ carer to ensure Acorns Wraparound Provision hold up to date information.

Breakfast Club

Breakfast is provided from 7:15am until 8:10am. If you arrive after this time specified, please ensure your child has been fed breakfast before you drop them off.

An option of cereal, toast and/ or fruit will be offered for breakfast.

Afterschool Club

A drink and small snack is provided as they complete the registration process with the Acorns Wraparound Provision from 3:05pm until 3:30pm.

A light tea is provided in the Afterschool Club from 4:00pm until 4:30pm. If you pick up before 4:30pm, your child may not have finished their tea.

A cold and hot option will be available for your child to choose from each session. The menu is published on our website half-termly.

Please note: This is light tea only. Depending on the preferences and the appetite of your child, they will need to eat again at home.

Medication

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

In the first instance parents should contact the school office to discuss their child's needs and whether they can be met. Parents should then complete the online form <https://forms.office.com/e/seffDB1eUd> and medication should be brought to the school office 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 both school and wraparound staff. It is parents' responsibility to ensure that medication is in date and replenished as and when required. If you have already completed the necessary paperwork, please do not duplicate; your child's medical needs will be shared with wrap around staff.