



Terms & Conditions

Revised: September 2022

ACE Kids Club is an OFSTED registered childcare service based at, and run by, Katherine Semar School in Saffron Walden. In September 2013, the school was awarded as Outstanding by OFSTED. ACE Kids Club forms part of the school inspection.

We offer childcare before and after school and during all school holidays, for children aged 4-11 years old. All children must be out of nappies and toilet trained. ACE Kids Club aims to provide a fun, safe and inclusive environment that covers the needs of both parents and children.

RATES

Breakfast Club

Per session (7:45am – school starts) £4.50

After School Club

Full session (after school – 6:00pm) £10.50

Holiday Club / INSET Days

Full day session (8:00am – 6:00pm) £27.00

Half day session (8:00am – 1:00pm/1:00pm – 6:00pm) £18.00

Booking Policy

- Bookings for ACE Kids club must be made in advance. You must book regular sessions for example **every** Monday and Friday for Breakfast club and **every** Monday-Wednesday for after school for the term. You cannot switch days each week. Once you have booked your place is confirmed for the school year.
- If you wish for your child to attend an extra session (in additional to those booked for the year) these will be charged to your SchoolMoney account accordingly. Any extra sessions are subject to availability.

Payment Policy

- Ace club sessions for each half term are applied to your SchoolMoney account. You do not need to pay for **all** the sessions in advance however they must be paid for in advance of **each** session. We have the right to cancel your child(ren)'s place(s) at club if you fall behind with payments.
- ACE Kids Club accepts SchoolMoney, childcare vouchers and payment directly into our bank account (BACS/Faster Payment). Please ask us for details.
- Full payment charges still apply for children who attend afterschool clubs. Due to high demand, places will be lost if payments have not been made.

Refund & Cancellation Policy

- Please let ACE know if your child is not attending a session for any reason. There is no refund for any sessions missed due to illness/ school trips/ play-dates etc as we book our staff on a termly basis. ACE Kids Club needs to be aware of the number, ages and abilities of children attending each session, so we are fully prepared regarding staff, activities and other aspects that ensure the sessions run smoothly.
- A full half-term's notice will be required for any changes to sessions or cancellations of places.
- There will be no refunds issued for holiday bookings. Once holiday sessions are booked, full payment will be requested whether they attended or not.
- In the instance that your child(ren) is/are excluded from ACE Kids Club due to behaviour (please see Child Behaviour Policy), you will not be entitled to carry over that payment or receive a refund for the booking.
- If the child(ren) is excluded from ACE Kids Club, we will refund pre-payments, but not the session the decision occurs in or following booking.

Drop Off and Collection Policy

- On collection of your child(ren), you will be asked to sign them out and note the time of collection.
- For your child(ren)'s safety, if you require someone else to collect your child(ren), you must inform us of this beforehand. This person must be at least sixteen years of age or older. We ask that a password is given to us and the person collecting your child(ren) on your behalf. This will ensure that your child(ren) is collected by the correct person and is safe.
- Your child(ren) must be collected by 6pm, term time or holiday (1pm for half session holiday booking). If you are going to be late, you must inform us as soon as possible. Late collection will involve a charge of £5.00 for every 5 minutes past 6pm per child.
- Please ensure that your child(ren) have all their belongings before leaving ACE Kids Club.
- Please ensure your child(ren) are **SIGNED INTO THE HOLIDAY CLUB** for each session attended. For any child(ren) not signed in at the start of a holiday club booked session, the parent/guardian/carer will be contacted immediately.

Child Behaviour Policy

In the event of your child behaving in a manner that is inappropriate or potentially harmful to other children or adults, the following procedure is in place:

1. The parent, guardian or carer of the child(ren) will be informed verbally.
2. A written warning will be given/sent to the parent, guardian or carer of the child(ren). In this instance, and at ACE Kids Club's discretion, we may call and request that the child(ren) be collected as soon as possible. The child(ren) may also be excluded from ACE Kids Club on the next booked session.
3. If a further event occurs within three months of the written warning, the child(ren) will be refused a place at ACE Kids Club. (Breakfast Club may still be optional, at ACE Kids Club's discretion.)

Ace Kids Club Policies

Ace Kids Club has in place policies on the following:

- Admissions and Fees Policy
- Arrivals and Departures Policy
- Care and Learning Policy
- Behaviour Policy
- Bullying Policy

We advise parents, guardians and carers to read these policies, which are available on our website or, please ask a member of staff for a copy.

Contact Details

Childcare Manager	Janet Clark
Address	Ace Kids Club C/O Katherine Semar Junior School Ross Close Saffron Walden CB11 4DU
Telephone Number	01799 520356
Email	ace@katherineseamar.net
Website	http://www.katherineseamar.co.uk/ace-kids-club/

If you wish to speak in person to the Ace Club Manager, then you may do so towards the end of the session when collecting your child(ren). For longer discussions, please contact us and arrange an appointment. If you would prefer your child(ren) to not be present at the meetings, please discuss this with us and we can help with arrangements.