

Breakfast & After School Club (Extended Services)
Terms & Conditions (2024/25)

Families must ensure that they have read and understood these Terms & Conditions using the booking system (on the Arbor App). Ryders Hayes, extended day services, are subject to the Terms and Conditions below, and all users automatically accept our terms by using the Arbor booking system and the provision.

Booking Sessions

- All bookings must be made a **minimum of two days before the date you require**, i.e. a Thursday session can be booked on a Tuesday but no later. If you need to book sessions outside of this period due to a childcare emergency, you must contact The School Office, which will advise you if a space is available. We must have the correct adult ratios in the provision, but everything possible will be done to accommodate your request.
- Only if your account is in credit, will a space be offered.

Payment of Fees

- Breakfast Club: The cost per session is (7:30am - 8:45am @ £6.44 or 8:00am - 8:45am @ £4.06). Parents will be given one term's notice of any change in fees.
- After School Club: The cost per session is (3:30pm - 4:45pm @ £5.94 or 3:30pm - 5:45pm @ £11.19, or if they have attended another club prior to 4:30 pm - 5:45 pm session @ £6.44). Parents will be given one term's notice of any change in fees. A credit balance is required to book sessions unless you pay with childcare vouchers. Please advise The School Office by email if you will be using childcare vouchers, including the name of your childcare voucher provider, as we can alter the system to allow you to book without requiring a credit balance.
- If we are concerned about the balance of your account, we may contact you to discuss a payment plan. Ryders Hayes Primary Academy reserves the right to refuse a place if fees remain unpaid after a reminder. Should you experience difficulties in payment, please contact the school as soon as possible by contacting Mr Rylance at m.rylance@ryders-hayes.co.uk or on 01922 683008

Cancellation

- If you wish to make any changes to the booked sessions, you can do this online **within 48 hours of the date**. This is the **minimum time required** to cancel sessions. If you cannot cancel sessions online within this timeframe, **you will be charged** for these sessions.

Late Collection Charge

- A late collection charge will be applied at a rate of £5.00 per every 15 minutes after 5:45pm.

IMPORTANT NOTE

If you will be paying for childcare using Childcare Vouchers or via Tax-Free Childcare payments, please let us know which method you will be using to pay. You may need our OFSTED number for this, which is 136619.