



Skool Is Out Parent Contract Agreement for Admission for Holiday Care



According to the policies of the organisation, and in return for providing holiday care for your child/ren, the management of the club ask that you read through, and agree to, the following terms and conditions for use of our services:

Data Protection

In line with upcoming General Data Protection Regulation (GDPR), Skool Is Out will provide a separate Data Protection statement to all families. Please note that any information provided to us is retained, processed and protected in accordance with requirements of the GDPR as well as Scottish Government legislative requirements for childcare organisations. Parents/carers are free to access personal information at any time and all specific processes relating to GDPR will be conveyed to families separately, under new guidelines.

In line with Scottish Government legislation, Skool Is Out may occasionally share important information about your child/ren with other relevant childcare agencies such as your child's school, The Care Inspectorate or Social Care Direct – parental permission will always be sought in advance of any information-sharing, where appropriate under Child Protection procedures. Skool Is Out will operate with complete transparency regarding information sharing, where appropriate.

Registering for Holiday Care

All after school families do not need to register separately for holiday care. Non-ASC families should ensure the following:

- A completed registration form and booking form is handed to the club upon registering
- Full payment for holiday care is made within three days of initial bookings
- A Care Plan completed in full along with relevant medicines (where applicable) upon registering

Notification of any changes to your child's information held on file

Parents/carers must notify the holiday club of any changes to contact information held on file for your child/ren after you have initially registered with Skool Is Out. Failure to do so may result in a delay should we require to contact you in an emergency, and this may be detrimental to your child's health and wellbeing.

If you fail to update Skool Is Out about any amendments to your child's needs and requirements this can have an adverse effect on their enjoyment of the club, and on our staff team's ability to offer the appropriate level of care for your child.

We request a new registration form is completed every 6 months to ensure information is up-to-date and accurate.

Infectious Illness

Your child/ren may not be admitted to the club if suffering from an infectious illness, depending upon the advice we receive from Health Protection Scotland. If you are in any doubt please contact the Childcare Manager, who may ask that you don't send your child to the club, or that you withdraw your child from the club if they are already in attendance. If your child has vomiting and diarrhoea, they should not attend the club until 48 hours after the symptoms have stopped, in accordance with Health Executive guidelines.

If your child has live head lice, which transmits very quickly through head to head contact, the staff may request that you collect your child from the club to enable administration of the necessary treatments to eliminate them. The club environment is unlike the school as it is more likely that both children and adults will be in close proximity during play.

Allergies and Medical Conditions

As outlined above, prior to registration at the clubs, parents/carers are required to discuss with the management and staff any allergies or medical conditions that their child may have that may require a care plan or medication to be administered. A Care Plan should be completed for all types of allergy, even those not considered serious. This is to ensure our staff have accurate information about any action that should be taken should your child suffer from any allergic reaction.

Please note that, without a Care Plan completed in full, your child may not be able to attend the holiday club.

Administration of medication

The club staff are only authorised to administer medicine to children with the appropriate written consent. Emergency treatment, for example an EpiPen or Piriton syrup for anaphylactic shock, can only be administered if a detailed allergy care-plan has been completed and signed. Prescribed medication such as antibiotics can only be administered if the relevant consent form for the administration of medicines has been completed and signed by parents/carers in advance.

If your child/ren requires emergency medication then please ensure the necessary medicines are provided in advance of your child commencing with Skool Is Out, and that any medications and care plans are kept up-to-date as per our policies and procedures. Failure to ensure medication is up-to-date and care plans are maintained may result in your child/ren being unable to attend the club until these measures are in place

The staff are authorised to administer First Aid to children within the club if they have received first-aid training. Please discuss with the Childcare Manager any individual requirements your child may have.

Skool Is Out do not provide stock medicines such as Calpol or Paracetamol. Any medicine required must be supplied by parents/carers and an appropriate care plan completed in advance of any administration by our staff and this is without exception.

Additional Needs

Prior to registration at the clubs parents/carers must discuss with senior club management any additional needs or behavioural issues that may affect their child's enjoyment of the club or the ability of staff to care for them adequately. The staff will then work out a Care Plan for your child to best meet their individual requirements, and to ensure the appropriate levels of care are in place. Skool Is Out may, where necessary, and always in collaboration with parents/carers, access outside help from organisations such as Capability Scotland who can assist your child in settling in and getting the most out of their time at the club. Some children also benefit from additional support when attending the club and it is important that any concerns you may have are discussed with senior staff in advance of your child attending the service in order that we can ensure adequate levels of support are in place.

According to our policies, if your child's behaviour causes significant disruption or any health and safety concerns for the smooth running of the club, parents/carers may be asked to meet with the Childcare Manager or Play Coordinator to discuss a plan of action to address your child's behaviour. The Childcare Manager may decide that your child should be withdrawn from the club either temporarily or permanently. This would only happen after all efforts have been made on the part of the staff and parents/carers to address behavioural issues and would be a last resort.

Fees

As per our organisation's policies and procedures, we request that all holiday club fees are paid in advance of childcare, and within three days of initial bookings being made. If you intend on paying your fees by childcare voucher please contact the office in advance to arrange a suitable payment plan.

Please note that you cannot swap the days you have booked for holiday care, as staffing of the clubs is arranged in advance determined by the number of children attending.

Fees are still due even if your child is off sick or is unable to attend the club for any reason, or if the club is closed for any reason out-with our control, such as severe inclement weather (please refer to our specific policy for further information). We will endeavour to refund activities costs in the event of emergency closures, where possible.

Methods of payment

Childcare fees can be paid by a number of methods; we accept fee payment by bank transfer/standing order, childcare voucher or in cash.

Overpayments, Credit and Refunds

It is important Skool Is Out receive the correct fee payments and that you do not over pay for your holiday childcare.

Please note that failure to follow our instructions regarding fee payments resulting in credit or debit being accrued on your account, and/or the compilation of statements of account, will result in an administration charge of £20.00 being applied to your account, as per our procedures. Any credit accrued can be used towards future holiday care and refunds will only be offered in exceptional circumstances.

Late Collection for Holiday Care

Our holiday clubs close at 5.45pm daily. We request that parents/carers please ensure you collect your child/ren by the club closing time. There is a late fee charge of £10.00 (in 15 minute increments) levied for any parent/carer collecting their child any later than 5.45pm. Any late fee payments go directly to the staff on duty for their time.

Our staff contract hours, registration certificate with the Care Inspectorate, rental agreements and insurance policy only extends until 5.45pm during school holidays. It is therefore imperative your child/ren are collected by this time as Skool Is Out has to abide by the terms and conditions of our contract with the premises regarding the times the club can operate.

If you anticipate being late to collect your child from the holiday club, it is up to you to make alternative arrangements for collection. It is requested that you phone ahead to inform us of any delays.

Emergency Contacts and Collection

Your child's registration form contains a section to include any emergency contacts. We request names and contact numbers of any individual who is sanctioned to collect your child/ren in your absence, and we will only release children to any individual named in the Emergency Contact section of your child's registration form.

If your child will be collected by an individual who is not named directly on their registration form, we require advance notice of the individual's name and contact details. We will also notify parents/carers of our unique password to provide to whoever is collecting your child to enhance security measures.

Risky & Outdoor Play

As an organisation we are committed to offering a safe and secure environment for your children to play and develop. We do, however, regularly offer physical and risky play as part of our adherence to Play Scotland's Guidance on Playwork and as a best-practice childcare provider. We also offer frequent outdoor play in line with the Care Inspectorate's My World Outdoors document.

At Skool Is Out all of our Practitioner Playwork staff are trained in Paediatric First Aid and we have rigorous risk assessments in place to maximise the safety of all play activities within our clubs.

Complaints

Our complaints procedure is detailed within our organisation's Policies and Procedures and our Parent Information booklet. In the first instance, we would ask that you try and resolve any issues you have with the Play Coordinator or Childcare Manager. If you are not satisfied with the outcome of your concern, please contact Sheila Fox, Skool Is Out Director, at 11 Barclay Terrace, EH10 4HP, or you can email Sheila at her personal email address: sheilafox@hotmail.co.uk

If you have any concerns at any time about our service you can also contact the Care Inspectorate directly on **0345 600 9527** or visit their website to complete an online complaints form.

Policies and Procedures

Comprehensive Policies and Procedures for Skool Is Out are available for parents/carers to read our club venues and electronic copies are available to our holiday club parents/carers upon request.

By registering with Skool Is Out, and by signing your child's Registration Form, you hereby confirm that you have read and understood the above information, and will ensure that you adhere to the terms and conditions of this contract at all times. Please note that failure to adhere to the terms and conditions of this contract may compromise your child's registration with Skool Is Out Ltd.