



Terms and Conditions

Bookings will only be confirmed via MagicBookings when parents and carers have accepted these Terms and Conditions.

Services

The service will be provided with reasonable care and skill, and in compliance with the Care Standards Act 2000, the Childcare Act 2000, and is OFSTED compliant.

The service will meet the requirements and/or restrictions imposed by any insurance policy regarding the provision of the service.

The provision of the service will normally include:

- Supervising the children
- Providing a breakfast to every child attending Toukies who has booked a session which includes breakfast.
- Providing a snack for all children attending Toukies during an afternoon session
- Providing a suitable evening tea to children attending Toukies (who have booked and paid for this option)
- Providing suitable activities and play opportunities

It is agreed that Toukies will provide daytime childcare services for children, in line with current school wide policies which can be found on the St. Peter's CE Primary School website.

The 'Location' and 'Attending the Club'

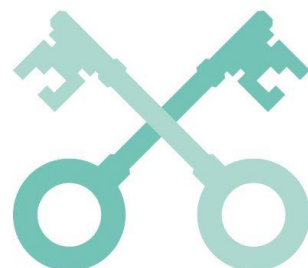
At Toukies we believe that the safety and wellbeing of each child within our care is of the utmost importance. We aim to give a warm welcome to all children on their arrival, and ensure a safe departure at the end of their session.

Toukies operates within St. Peter's CE Primary School in the School Hall and Design Technology room and the outside areas when appropriate. Children are brought into Toukies for the morning session via the Pedestrian gate, next to the staff car park. Please ring the bell at the main school entrance doors and a member of staff will be there to greet you. All children will be signed in and out of Toukies.

At the end of school, EYFS and KS1 children will be collected by a member of school staff from their classrooms and taken directly to the School Hall. KS2 children will make their way to the hall themselves. If your child attends an in-school club on the day of a booking, Toukies staff will collect them at the end of that afterschool activity. All children will need to be collected from the School Hall via the Pedestrian Gate entrance.

Admissions, Fees, Payment and Refunds

Toukies aims to provide a value for money, inclusive wraparound care service. As such our fees are competitive, and sessions can include breakfast/after school tea depending on the session.



Our sessions will be educationally focused, with every child being given the opportunity to participate in arts and crafts, building activities, social and role play, sporting activities, online activities, rest, environmental and imaginative play.

At Toukies a healthy breakfast will be provided for those who have booked, and for all the after school Toukies sessions, the children will receive a snack. For those staying for the later session (beyond 5.00 pm), a healthy tea will be provided.

The children will be looked after by staff following best practices and with the appropriate staff/child ratio. This is a bespoke provision which is only available to children attending St. Peter's CE Primary School, aged 4-11 years old, in year groups Year R to Year 6.

FEES		
BEFORE SCHOOL CARE		
7.15 am - 8.45 am	£9.00	This option includes breakfast
8.00 am – 8.45 am	£5.00	No food included
8.00 am – 8.45 am	£6.50	With breakfast
AFTER SCHOOL CARE		
3.15 pm – 4.15 pm	£5.00	With light snack
3.15 pm - 6.00 pm	£12.50	With light snack
3.15 pm - 6.00 pm	£16.00	With light snack and tea (served after 5.00 pm)

Discounts

Siblings will receive a 10% discount.

Ad-hoc Bookings

Toukies cannot offer ad-hoc bookings outside of the booking window but in special circumstances childcare may be able to be provided at the discretion of the Manager.

Late Fees*

£3.50 for any late pickup between 6.00pm and 6.05pm.

£5.00 for each 15 minutes thereafter

e.g. collection expected 6.00 pm and child collected at 6.05 pm £3.50

e.g. collection expected 6.00 pm and child collected at 6.20 pm £8.50

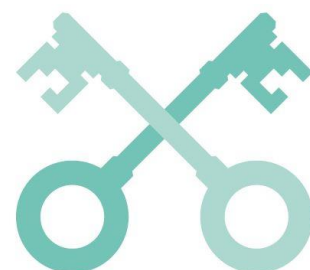
*Late fees will be advised and charged to the registered credit or debit card at point of collection, with an authorising signature obtained from the parent or carer

Up to 15 minutes late

- Parents and carers are reminded that they must call Toukies to notify us if they are likely to be delayed
- Parents and carers will be informed that penalty fees will automatically be charged via MagicBooking, following a signature at time of collection

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Manager will contact parents or carers in order of priority as per the contact details held
- While waiting to be collected, the child will be supervised by a member of staff.



30-60 minutes late

- If the Manager has been unable to contact the child's parents or carers after 30 minutes, the Manager will contact the local social care team for advice
- The child will remain in the care of a member of staff until collected by the parent or carer, or until placed in the care of the social care team
- When the parent or carer arrives they will be reminded that they must call Toukies to notify us if they are delayed, and that penalty fees will automatically be charged via the MagicBooking system

Payment

All parents and carers are required to make payment in full when making a booking via MagicBooking. This is to enable Toukies to have the staffing and facilities required for the numbers attending.

If parents and carers have not used childcare vouchers or tax free childcare previously and wish to do so, they should contact the School Office to notify them of their plans.

Childcare vouchers and tax free childcare must be processed and deposited into our account within 1 week of a booking being made.

Refunds

Toukies have a no refund policy in place. In truly exceptional circumstances a refund may be granted at the discretion of the Headteacher. Any refund requests need to be made in writing, with supporting evidence if appropriate, and submitted to the Headteacher.

Cancellation of Bookings/Sessions

At times it might be necessary to cancel Toukies sessions, for example if the school has been forced to close on a snow day. On these occasions, parents will be notified as soon as possible. Parents and carers will be refunded the cost of the booked session(s) for that day.

Cancellations or changes to bookings by parents and carers must be made 48 hours before the session, using the MagicBooking system. Any cancellations within 48 hours of the session must be made by contacting the School Office.

Toukies Arrival and Collection Arrangements

Arrival Time - Breakfast

All parent and carers need to ensure that their child (if booked for breakfast) arrives before 8.15 am to allow them enough time to enjoy the breakfast.

Collection Arrangements

Collection passwords must be set up by parents and carers through MagicBooking. If a parent or carer is not able to collect a child for any reason and have omitted to inform Toukies that someone else is collecting their child, they can provide the designated collector with the collection password as authorisation. On this basis the child will be released into the designated collector's care.

Please note:

- Children can't be collected by any persons under the age of 18
- Where only one parent or carer is registered on our system, then we could only allow the other parent to collect with express permission from the registered parent or carer
- In the event that there is a court order in place detailing custody rights, we will adhere to this and ensure a copy is available on the child's file

We hope your child will be very happy at Toukies

