



Terms & Conditions and Further Information for Parents/Guardians

Location **Escrick C of E Primary School**
Carr Lane
Escrick, York, YO19 6JQ

Tel: 07721 062404
Email: escrick@zacsclub.co.uk
Ofsted Registered EY551783 Graded 'Met' – highest attainable grade

Opening Times **Breakfast & After School Club**
7.30am – 9.00am Monday to Friday during term time.
3.15pm – 6.15pm Monday to Friday during term time.

Philosophy **'Feel at Home at School'** describes what we are about, and how we want to care for our children. Sessions are friendly and have structure to provide the creative environment that allows them to flourish, but also allows freedom of choice in play, and catering for children's individual interests and needs. Choosing the right childcare is an important decision, and providing the best quality care, that is so much more than just somewhere to leave the kids, is of paramount importance to us. The experienced and dedicated staff are proud to be part of Zac's Club, and provide a professional and caring service to children and their parents and carers. Named after Ruth (Director) and Andrew's (Manager) son, Zac's Club is about each and every child reaching their best potential, respecting each other, being inclusive, and building relationships with both peer groups and children of different ages and abilities to generate an atmosphere that is very much a home from home.

Aims To create a friendly and welcoming environment where children are recognised and valued as individuals, that is complimentary to the school day, but not merely an extension of it. To provide professional childcare of the highest quality. To give parents total peace of mind in leaving their most treasured possessions with us, and the knowledge that they are having just as enriching an experience as they would have at home. To support the needs of parents and children, giving both the opportunity to extend their social networks. To be an integral part of village life.

The Before & After School Club Team

Director

Ruth Newton lived in Escrick as a child, and now lives in Riccall. She cares passionately about the needs of working parents and their children as a working mum of three herself. She has worked in childcare since 2008 when she opened the Before & After School Club in Escrick under the name of Young Discoverers. In 2017 the Club changed to being Zac's Club, when her son Zac started attending. Ruth enjoyed a successful career in banking prior to starting Young Discoverers, for the most time working in the commercial sector as a Branch Manager, and a Relationship Manager for a wide range of businesses, including a nursery or two, and has a wealth of business and management experience, enabling her to take responsibility for all commercial and financial aspects of the business. Ruth ran the business administration side of both Young Discoverers and Zac's Club until 2020 when Young Discoverers was sold. With more time to now dedicate

to Zac's Club, she is able to spend more time in the settings, and continue all of the admin functions, whilst also spending more time with Zac who has additional needs. She is qualified in Paediatric First Aid, Food Safety, and Health and Safety, and holds NVQ level 4 in Childcare, Learning and Development, and a BA(hons) degree in English & Drama. Zac's Club also has a Before & After School and Holiday Club at Riccall School.

Manager

Andrew Newton has been Manager at the Club since 2012, when it previously operated as Young Discoverers. Initially he worked for Young Discoverers Nursery as a Childcare Practitioner. He worked hard to gain his level 3 Diploma in Childcare, Learning and Development, whilst working at the Nursery, before taking up a Playworker position at Before and After School Club. Andrew then took on a Relief Deputy Manager role, before becoming Manager. Andrew is especially keen on ensuring the children have plenty of opportunity for outdoor play, and thoroughly enjoys working with the Primary school children. Andrew is keen to develop the Zac's Club brand, and bring new ideas to the Club.

Deputy Manager

Erika Kirsch-Maskill joined Zac's Club in 2017, initially as a Playworker. She has significant experience in schools as well as with voluntary organisations such as Brownies and Cadets. Erika gained her Level 3 qualification whilst working at Zac's Club, and is currently completing her Level 5 qualification. She is currently covering the Manager Position at Zac's Club, Riccall, but will return to Escrick for some shifts in November 2020.

Playworkers

Jane Young joined the Club when it was Young Discoverers Before & After School Club in 2010 from a retail background and has thoroughly enjoyed the experience of working with children. She has brought a fantastic sense of humour, and a lot of common sense with her to compliment the skills and experience of the other members of staff. She has completed her Food Safety and Paediatric First Aid qualifications, as well as her level 3 diploma in childcare, and is another great asset to the team.

Rachel Cameron is currently at York College studying for her Foundation Degree in Childhood Studies. She initially did work experience at Young Discoverers Nursery, and as a complete natural, quickly progressed to becoming a paid Playworker to broaden her experience. She fits her shifts in around her course, is a great asset to the team, and also works at our Holiday Club at Riccall. Rachel also finds the time to volunteer working with the children at Escrick School, and works part time in a support role at Riccall School. She is qualified in Paediatric First Aid, Food Safety, and holds her Level 3 & 4 Childcare Diplomas.

Apprentice

Angel Costello joined the team in 2019, and is working towards her Level 2 qualification in childcare. Angel has younger siblings at the school, and knows any of the children she works with. As part of a large family, she has a natural affinity with children, and is very keen to make childcare her profession. She also works at our Riccall Club to widen her experience, and is a real asset to have on the team.

After School Sessions

A day in the life of Angus aged 7

I was really looking forward to going to Zac's Club this afternoon because it was sunny, and I knew that we would get to play outside a lot. As soon as the bell went, and we all went through, we got to choose what we wanted to play with from everything set out. Since the pandemic we can't help with preparing snack, but I could choose what I wanted from our menu, which was fun. We sit within our bubble for snack, and I had some cheese, crackers, houmous, pineapple, cucumber and an apple, which fills me up until teatime at home! After snack we went outside to play football on the grass. Some of the girls in our bubble didn't want to play, but we took the kites out, and the bats and balls, and they had a go with them instead. I do like playing outside best, but even when its raining we have lots to do after school. There are always crafts and lego for everyone, and we do get to play games, and do activities that have been organised for us. I enjoy being with my friends at Zac's Club, and enjoy all of the activities. I think I'd still ant to come even if Mum wasn't at work.

Fees/Charges

Breakfast Club Session £6.30

Price includes a healthy breakfast of fruit juice, low sugar cereals with semi skimmed milk, best of both toast and low sugar jams, and fruit.

After School Session £10.50

Price includes a healthy snack of fruit, vegetables, crackers with cheese, ham and dips, all freshly prepared.

It is FREE to register your children with Zac's Club. To register and make bookings, please use this link:
<https://zacsclub.kidsclubhq.co.uk/rdr?u=home>

Our bank details for the payment of fees are as follows:

Account name: Zac's Club Limited

Sort code: 40-47-31

Account number: 34805119

Please use your child's name as reference when making any payment to our bank account.

Invoices for regular sessions are issued on the last day of the previous month, with payment due within 7 days of issue. Any ad hoc sessions additional to the regular ones are invoiced as the booking is made through the email booking confirmation, and are also payable within 7 days of the booking being made. We are able to accept payment by childcare vouchers, tax free childcare or electronic bank payment through internet or telephone banking. Unfortunately, we are not able to take payment by cash or cheque. Payment is due within 7 days of the invoice issue date. There will be a late payment fee of £28.00 per invoice, and interest will be incurred daily until the bill is settled at an annual rate of 8% above the HSBC bank base rate. There is also a fee for late collection of children. This will be at a rate of £28.00 for every 15 minutes, per child, you are late in collecting them.

Notice Periods

Parents must give at least one calendar month's advance written notice (email notice is acceptable) of their intention to remove their child, cancel their place, or increase or reduce their regular weekly sessions, or pay one month's fees in lieu of notice, as long as the Club continues to offer their services and operate during the notice period. We will confirm any requested change with you, (subject to availability, where additional sessions are required). Notice periods apply to all children including those who have yet to start their sessions at Zac's Club, but have reserved their place.

Ad hoc sessions booked require at least one full week's prior written notice of cancellation, or full payment for the session.

Absences and Sickness

It is important that we are informed that your child will not be attending the session as soon as possible. Any child suffering from a doubtful rash, sore throat, discharge from their eyes or nose, diarrhoea, vomiting or any other suspected illness, must be kept at home for the required incubation/exclusion period. It is essential that government guidelines are followed in relation to current exclusion periods in particular with Covid 19 symptoms until a test result is confirmed or otherwise. Our staff team will advise you of this and refer to the latest guidance in the event that your child presents with such symptoms. For all other conditions, please see the latest Public Health England document for the exclusion periods that must be observed: https://www.publichealth.hscni.net/sites/default/files/Guidance_on_infection_control_in%20schools_poster.pdf Please could you ensure you notify us of any absence to the Breakfast After School Club phone number (07721 062404) prior to the session starting or as soon as possible. If you have taken your child home from school due to illness during the day, please ensure that you inform us directly (by phone, email or text) if this means that your child will not be attending their usual booked session as it is not always possible for school staff to pass this information on, especially at the busy times when children are leaving the premises, as we may end up searching for a child unnecessarily.

Medical Matters

If your child requires any prescribed medicine to be administered whilst they are in our care, it will be necessary to complete one of our consent forms, with specific instruction on administering the medication, and handed to a member of staff. We are only able to give prescribed medication, not any over the counter treatments. Please also refer to our medication policy.

A first aid box is situated at the Club for minor injuries, and we have a First Aider with a certificate in Paediatric First Aid on duty at each session. It is our policy however that all staff are qualified in the 12 hour Paediatric First Aid Certificate, and keep this up to date. All accidents are registered on an accident form, which parents will also need to read and sign any entry made for their child.

In the case of a serious accident or illness occurring during the session, which requires medical attention, we will call for an ambulance, and your child will be accompanied by a member of staff known to them. The person in charge will then inform the parent of the situation. It is vital that parents confirm consent for emergency procedures at registration, along with providing details of emergency contacts, and keep this information up to date.

Events and Additional Services for Children

We are keen to extend our children's experiences, and will invite external professionals to share their expertise in areas such as dance/movement, music and many more (subject to there being no restrictions on accepting visitors into the sessions). We have had Dogs Trust and the Pets at Home team to visit our After School Clubs to allow the children to see some animals, as well as a cup cake chef, origami whiz, and metal detecting enthusiast. If you have any suggestions or particular skills that you can share with us in the setting, we would be delighted to hear from you. We also operate our Holiday Club from Riccall School which is open to all children during the school holidays.

Tax Free Childcare and Child Tax Credits/Universal Credit

Zac's Club is registered to take payment under the Tax Free Childcare Scheme, which effectively replaced the old childcare voucher system (we are still able to take childcare vouchers, if you registered with a provider through your employer prior to the scheme closing to new entrants). Tax Free Childcare provides a savings account which the government add 20% to for you to pay for any form of childcare with. In many instances, it saves you more money on your childcare vouchers, so is worth exploring if you can change to this scheme.

Child Tax Credits are the childcare element of Working Tax Credit, and are available for working parents using eligible childcare providers such as Zac's Club, and can cover up to 70% of your childcare costs. Universal Credit may also allow you to claim for up to 85% of your childcare costs. Eligibility for receiving child tax credits is dependent on your personal circumstances.

Child tax credits/Universal credit can be claimed in conjunction with, or instead of using Childcare Vouchers/Tax Free Childcare, and further advice and support according to your individual circumstances (including a calculator to work out your best option) can be obtained by following the link to the government's new childcare choices website www.childcarechoices.gov.uk/taxfree/childcare

Parent/Guardian Confirmation

The Terms and Conditions and Further Information for Parents/Carers provided here, and the registration process completed online, including the consents page, along with the confirmation emails from the Zac's Club booking system, confirm each child's place and booking at Zac's Club Breakfast & After School Club and forms the contract between Parent/Carer and Zac's Club Limited, by which both parties abide.

Any change in terms, conditions and pricing will be updated to the Website. A copy of the Zac's Club Breakfast & After School Club Policies and Procedures are available at the Club to view at any time, and copies of individual policies can be emailed on request.

Contact Details

Parents must inform us as soon as possible of any change to contact details. It is vitally important that we can get hold of next of kin in the event of an emergency. Contact details can be advised to us in writing, or updated on the Zac's Club booking system using this link: <https://zacsclub.kidsclubhq.co.uk/rdr?u=home>

General Matters

- During the summer months, please ensure your child has had suncream applied before they attend school, and provide them with both a hat and their own suncream to top up with if necessary.
- No refund can be given unfortunately if your child is absent through illness or any other reason without the notice period we require having been given for any operational sessions.
- The service is available to children aged from 4 years, and in reception class up to 11 years and in year 6.
- Parents may park in the school car park to pick up or drop off their children at the Club, subject to this being before 8.30am and after 4.30pm. Please ensure that you park in the main car park, and not next to the building, and use the Zac's Club entrance to bring your child in to the Club. If you are picking up or dropping off at the Club after 8.30am or before 4.30pm time, then you will need to park elsewhere, and pick up your child on foot.
- In addition to our usual fees, we reserve the right to charge appropriate administrative charges to cover any additional costs that may be incurred by us, such as for example, for an unpaid cheque presented, or changes to invoices etc.
- Parents will need to ensure that the school is informed of their child's attendance at Zac's Club, rather than their usual pick up arrangements. Children attending either morning or afternoon sessions should find their own way to the Hall bringing all their belongings with them. For Reception/Year 1 children, a member of staff will collect children attending the afternoon session from their classroom.
- We reserve the right to suspend or terminate the provision of childcare, and attendance at Zac's Club in the event that fees have not been paid, or the behaviour of you or your child is deemed by us to be unacceptable, or endangers the safety and wellbeing of the other children in the setting. We will endeavour however, to work with you to resolve any problems of this nature, and see this measure entirely as a last resort.
- We do operate a complaints policy should you have any concerns regarding the services we provide. These can be advised to a member of staff, and escalated to the Manager as necessary.
- If the facility is obliged to close through circumstances beyond our control, then we will request that you pay a retainer fee, as a percentage of your regular fees, however capped at a maximum retainer fee of £60 per family each month, for any time that we are closed. Any retainer fee requested will be calculated to ensure only the setting's operational costs are covered, and will be on a non profit basis. The company will apply for any government schemes/grants available to them, as well as attempt to claim on their Business Interruption Insurance during any closure to try and reduce their ongoing operational costs and necessary retainer fees to parents. Should calculations be overestimated, then we will recalculate invoices when we reopen, and hold any surplus funds against future sessions. We will always keep you fully informed of such instances, and resolve as quickly as possible. In the event that parents do not wish to retain their place, and pay our retainer fee, they must notify us within 3 days of any closure, give written notice on their place, and no fees will be charged for any sessions that we are unable to provide. Notice given after 3 days of closure will be taken on the day given, and the retainer fee charged for any period between closure, and notice being given. In the event that a place is cancelled by you, we cannot hold the place open, and any requests for the reinstatement of sessions will be treated on a first come, first served basis, and in line with our new admissions policy when we are able to reopen.
- In the event that your child leaves Zac's Club without you having settled your final invoice, we reserve the right to refer the debt to a professional debt collection agency. It is your responsibility to pay any charges of the debt collection agency in recovering outstanding funds on our behalf, once referral has been made to them. We will give 7 days advance notice prior to any referral being made.

- A full copy of our policies and procedures is available for you to examine at the setting if you wish, or any individual policy can be emailed to you on request.

Terms and Conditions Updated August 2020
Zac's Club Limited