



### Terms & Conditions and Further Information for Parents/Guardians

**Location**      **Riccall CP School**  
Coppergate  
Riccall, York, YO19 PF

Tel:      07818 811995  
Email:   riccall@zacsclub.co.uk  
Ofsted Registered EY548959 Rated 'Good'

**Opening Times**   **Holiday Club**  
**8.00am – 5.30pm usually 3 days a week during school holidays.**

**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 and Andrew's 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. 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 Holiday 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 the Before & After School Club opened 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 Nursery was sold. With more time to now dedicate to Zac's Club, she is able to spend more time in the settings, and continue 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

holds a BA(hons) degree in English & Drama. Zac's Club also has Before & After School Clubs at Riccall and Cliffe Schools.

### **Manager**

**Hannah Jaskowski.** Hannah joins the team from having undertaken a role as Nursery Manager. Wanting to work nearer to home, and having worked for Young Discoverers as a Room Supervisor in the past as part of Ruth's team, she was the obvious choice for this role. Hannah is qualified to a high level including her degree in Childhood Studies, and Early Years Teacher Status, has her paediatric first aid, and a wealth of experience working with children from babies through to 11 years. Hannah has a keen sense of fun, and lots of great ideas for activities and events for the Club. Hannah is currently on Maternity Leave enjoying time at home with her family, and due to return in November 2020.

### **Acting Manager**

**Erika Kirsch-Maskill** is usually our Deputy Manager, but we are delighted to have her stepping up to the role of Acting Manager whilst Hannah is on Maternity Leave. Erika joined us in 2017, and completed her Level 3 Childcare Diploma whilst working with us as a Playworker. She is now on her way to completing her level 5 qualification. She holds a Paediatric First Aid Certificate, and as well as working at Zac's Club, is also a key member of the team at Riccall School in a support role, further supporting her relationship with children in the setting. She has a good deal of experience of working in schools, specifically in a pastoral role, as well as assisting at Brownies and Cadets, and brings many practical ideas to the setting to inspire children's play.

### **Relief Manager**

**Andrew Newton** is usually Manager at Zac's Club Escrick, however provides cover at Holiday Club too. He holds a level 3 Diploma in Childcare, Learning and Development, Paediatric First Aid Certificate and Safeguarding Training.

### **Playworkers**

**Sharon Plumridge** has experienced a variety of roles working with children, and particularly enjoys outdoor play. Bringing a great sense of humour and fun to the setting Sharon also works at Young Discoverers Nursery as a cook, so also knows some younger siblings of children at Zac's Club. She holds her Paediatric First Aid Certificate, Cook's Diploma, and food safety qualifications.

**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 part of the team. She fits her shifts in around her studies, and is a great asset to the team, and also works in our Before and After School Clubs. Rachel also works part time at Riccall School in a support role.

### **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 the children she works with very well. 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 Before & After School Clubs.

### **Holiday Club Sessions**

#### **A day in the life of Marcus aged 9**

I've been looking forward to the holidays, as I knew I'd get to do a day at Zac's Club. I'm doing other stuff during the week too, but I still get to see my friends from school at Zac's Club, and some other friends I've made from the other schools and the villages too. I like the activities that they do as well. It's not just for the little ones, we all have something to do, and usually something to take home too like baking or craft or a model I've made. They always make sure we have some time outside too, even if it's cold, but we get to go to the park, or out in the minibus, so I don't even notice the weather really. I can bring my own lunch too, so mum lets me choose what to have. The time goes really quickly at Zac's Club, and I like having a day at Zac's Club as part of my holiday week.

**Fees/Charges**

Short Day Session (9.00am – 4.30pm)	£25.00
Full Day Session (8.00am – 5.30pm)	£30.00

An additional charge of £5 per session if we are able to offer a swim day.

The price includes squash, milk, and some healthy snacks such as fruit, vegetables, crackers and cheese, however we DO NOT provide meals, so your child will need to have had breakfast before attending, and must bring their lunch with them too.

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 is 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.

All Holiday Club sessions are booked on an ad hoc basis, so you just book the ones you need. You will receive an email confirmation of your booking, which is also your invoice at the time you make your booking, and is payable within 7 days. Once booked, all sessions are payable, and cannot be cancelled. Your booking is confirmed once we receive your payment. We are able to accept payment by cheque, childcare vouchers, tax free childcare or electronic bank payment through internet or telephone banking. Payment must be made 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**

Once booked, Holiday Club sessions cannot be cancelled, so please ensure that you do need the session prior to making the booking. Holiday Club sessions will open for booking at least one month before the holidays, but if you wish to reserve a place prior to this, please email [ruth@zacsclub.co.uk](mailto:ruth@zacsclub.co.uk)

**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 procedure, and refer to the latest guidance in the event that your child presents with 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](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 Holiday Club phone number (07818 811995) prior to the session starting or as soon as possible.

**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 a registration, along with providing details of emergency contacts.

### **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 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.

### **Childcare Vouchers, Tax Free Childcare and Child Tax Credits**

New applications for Childcare vouchers have now been closed, as the Government has replaced them with Tax Free Childcare, but if you are already using Childcare Vouchers, we are able to accept them as payment. We have accounts with all of the major providers such as Edenred, Busy Bees, Kids Unlimited etc. Zac's Club is able to accept vouchers from any approved scheme. In many instances Tax Free Childcare saves parents/carers more money on their childcare than Childcare Vouchers, so it's worth investigating which scheme is best for you, if you're currently still using vouchers.

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. Universal Credit may also allow you to claim for some 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 on the best option according to your individual circumstances can be obtained by following the link to the government's childcare choices website to assist you in working out your best option for paying for childcare [www.childcarechoices.gov.uk/taxfree/childcare](http://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 at Zac's Club Holiday 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 Policies and Procedures are available at the Club to view at any time, and copies of any individual policy 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 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. (We are able to take children aged 3, subject to the availability of suitably qualified staff on duty at that session. Please confirm before booking.)
- Parents may park in the school car park to pick up or drop off their children at the Club. The Zac's Club entrance is in the back playground, so you will need to walk around to the back to access the Club.
- 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.
- 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 booked sessions, however capped at a maximum of £60 per family each month, for any time that we are closed. (This includes any booked sessions at Zac's Club Before & After School Clubs). Any retainer fee requested from you will be calculated to ensure only the settings 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/carers do not wish to retain their place, and pay our retainer fee for the duration of any closure, 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, once all retained places have been fulfilled, will be treated on a first come, first served basis, and in line with our 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 mailed to you on request..