



Terms & Conditions and Further Information for Parents/Guardians

Location **Riccall CP School**
Coppergate
Riccall, York, YO19 6PF

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

Opening Times **Holiday Club**
8.00am – 6.00pm -Three 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, 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 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. At the same time, Zac’s Club Riccall was established at Riccall CP School. At February Half Term 2019, the Holiday Club at Riccall started as Ruth extended the service to provide further cover for parents, and also employment for the staff team. 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, enabling her to take responsibility for all commercial and financial aspects of the business. As well as running the business administration side of Zac’s Club she works in the settings too, and also runs a childcare consultancy business. 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.

Manager

Erika joined us in 2017, as a Playworker initially, and has completed both her Level 3 Childcare Diploma and Level 5 Management Diploma whilst working for Zac's Club. She was promoted to Manager in 2021. She holds a Paediatric First Aid Certificate, and as well as working at Zac's Club Riccall, is on the TA team within Riccall School. She has a good deal of experience of working in schools, specifically in a pastoral role, and brings many practical ideas to the setting to inspire children's play.

Deputy Manager

Lauren initially worked with Young Discoverers and Zac's Club whilst studying for her level 3 Diploma at College. After a short time gaining other valuable work experience as a Nanny, and Nursery Practitioner, Lauren returned to us to become our Deputy Manager. Lauren has a great sense of fun, and enjoys providing an interesting and varied programme of activities for the children to enjoy.

Playworkers

Angel has been an Apprentice with us since 2019 working for her level 3 qualification. She has a natural way with children, and is due to qualify shortly.

Tiff is a Level 3 qualified Playworker, and has a particular affinity with our younger children, coming up with many different activities for them. She also works as a TA in Riccall School.

Stacey joined us in 2021 as an Apprentice and is very keen to make a career in childcare. The children really enjoy her presence in the sessions, and she brings a great deal of enthusiasm to the role.

We are also able to draw on a number of qualified relief staff where necessary in order to provide a full team at school at all times.

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 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) £28.00

Full Day Session (8.00am – 5.30pm) £33.00

During the Summer Holidays, we do have some swimming days, using the school pool. Swim days attract an additional fee of £5 per day to cover lifeguard and pool maintenance costs.

The prices also include 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. 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

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. If your child has any Covid 19 symptoms, or has tested positive for Covid 19, they must not attend the session, and must observe the latest government guidance on exclusion periods prior to returning to the setting. Please see our policies and procedures for specific details of exclusion periods. 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.

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.

Childcare Vouchers, Tax Free Childcare and Child Tax Credits

New applications for Childcare vouchers have now been closed, as the Government is replacing 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.

Zac's Club is also registered to take payment under the new Tax Free Childcare Scheme. This provides a savings account which the government add 20% to for you to pay for any form of childcare with. This is useful if you do not qualify for, or your employer does not offer Childcare Vouchers. In many cases this scheme offers a greater saving than childcare vouchers as it isn't capped in the same way.

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 can be claimed in conjunction with, or instead of using Childcare Vouchers, 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 new childcare choices website to assist you in working out your best option for paying for childcare 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.

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 Zac's Club, 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.
- The service is available to children aged from 4 years, and in reception class up to 12 years. We are also able to take children aged 3 by arrangement, subject to availability of Level 3 staff.
- Parents may park in the school car park to pick up or drop off their children at 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 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, such as a government instruction to close the setting due to a pandemic, 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. 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 in the event of a forced closure only, 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. Normal notice periods apply during all other times.

- 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 take home to look at if you wish, or is available at the Club for examination at any time.

Terms and Conditions Updated August 2021
Zac's Club Limited