

Zac's Club, Riccall Breakfast & After School Club



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 Rated 'Good'

Opening Times **Breakfast & After School Club**
7.30am – 9.00am Monday to Friday during term time.
3.00pm – 6.00pm 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 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 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 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. 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. Zac's Club also has Before & After School Clubs at Escrick School.

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, is a Safeguarding Lead, and as well as working at Zac's Club Riccall, is on the TA team at Riccall School. She has a good deal of experience 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.

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, or if we wanted to help with preparing the snack. I helped with snack yesterday, so decided to play with the big train set the others were making up around the hall. We could go up for snack when we wanted to, 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 didn't want to play, but we took the kites out, and the bats and balls, and they had a go with them. I do like playing outside best, but even when its raining we have lots to do after school. We can play the numbers game in the hall, and we have to run to different corners of the room, or playing on the X Box with friends is good too.

Fees/Charges

Breakfast Club Session £6.80

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 £11.30

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 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.

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, 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. We will confirm any such 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. 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 Breakfast After School Club phone number (07818 811995) 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 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 has effectively 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.

Zac's Club is 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 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.

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.
- The service is available to children aged from 3 years, and in P1 class up to 12 years.
- 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. Last admission for Breakfast Club is at 8.30am, after this time, the school gates will be locked until school opening time, so you must wait until then to leave your child at school. If arriving before 4.30pm to pick up your child, then you will need to park elsewhere, and pick up or 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 Learning Zone bringing all their belongings with them.

- For P1/P2 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 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 Before & After School Club for examination at any time.