



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	Escrick C of E School Carr Lane Escrick, York, YO19 6JQ Tel: 07721 062404 Email: escrick@zacsclub.co.uk Ofsted Registered EY551783
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Opening Times Holiday Club

8.00am – 6.00pm - during school holidays. We run Holiday Club at either Escrick or Riccall to provide a club nearly every day during the school holidays, just closing for bank holidays and the week between Christmas and New Year. Where possible we'll also run holiday club on Teacher Training Days.

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 first opened at Escrick School. She opened a Nursery in 2009, and sold it in January 2020 to concentrate fully on Zac's Club. 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 and in February 2019 the Holiday Club was established. Ruth enjoyed a successful career in banking prior to starting her childcare business, for the most time working in the commercial sector with 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 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 a BA(hons) degree in English & Drama.

Managers

Andrew was Manager at Zac's Club, Escrick for several years, and was instrumental in ensuring the club it is today before becoming Operations Manager. In a complete change of career in 2010 he started working as a Nursery Practitioner and gained his level 3 Diploma in Childcare, Learning and Development, before taking up a Playworker position at Before and After School Club. Andrew then took on a Relief Deputy Manager role, before becoming Manager in September 2012. Andrew is especially keen on ensuring the children have plenty of opportunity for outdoor play, and thoroughly enjoys working with the Primary school children. In his new role as Operations Manager which he started in 2022 he has been keen to develop the Zac's Club brand, and bring new ideas to the Club. He oversees the operational side of the clubs, and covers for both Playworker and Management absences and holidays across the Riccall and Escrick settings.

Lauren joined us in 2017 as a Playworker initially whilst completing her studies at York College, and completed her Level 3 Childcare Diploma after 2 years of work experience across different settings, and some extra hours during the holidays at Zac's Club. Lauren spent some time away taking on the role of a full-time qualified practitioner for just over 3 years, and also being a self-employed nanny for a short period, she came back to us taking the role of Deputy Manager in 2021. Lauren was then our Acting Manager at Zac's Club Riccall for sick Cover in January 2023. Having gained further experience as a Manager in a private early years setting within a school, and supporting them towards a 'Good' Ofsted rating Lauren returned to us as Manager at Zac's Club Riccall. She holds a level 3 Diploma in Childcare, Learning and Development. She also has current certificates in Food Safety, Advanced Safeguarding Lead Training, Level 3 Early Years Senco training, and Paediatric First Aid.

Levi started at Zac's Club in September 2022 as an Apprentice and is dedicated to a career in childcare. The children already know her well, as she also volunteered in school too. She has since completed her Level 3 Childcare Apprenticeship with Zac's Club and is now a qualified Level 3. After showing such great leadership and management qualities and being involved in the running of Escrick for 2 years she became the Escrick Setting Manager at the start of 2024. She enjoys making each session fun and exciting for the children, bringing in new ideas and keeping the setting a fun and safe place to be. Advanced Safeguarding Lead Training. Paediatric First Aid.

Playworkers

Catherine is our year-round cover staff member, she is fantastic with the children showing such patience and a nurtured approach to the children's day-to-day activities at Zac's Club, which is completely in line with our ethos. Catherine has experience in a cinema, studying Film/TV production at York University, and was a Teaching Assistant to support children with additional needs, she is highly valued here and was highly valued by her previous employers and University tutor.

Hannah is our term time staff member that has had experience in the care sector, she has a natural approach to caring for children and has shown the ability to make close/trusting bonds with the children at Zac's Club.

Abbie is our full time Level 3 Apprentice who started with us in February 2024, she works across both settings and supports us greatly with our EYFS children. Abbie continuously displays her capability to adapt to each of the children's needs and plans some lovely and creative activities to keep everyone entertained.

Elizabeth has spent a number of years involved with her church playgroup and works between both of our settings supporting the team. She enjoys an abundance of crafting activities, preparing food for the children, and baking new recipes with the children.

Claire is better known as Miss Humphrey in school, but we're so happy that she joins us on the team during Holiday Club in particular. She has lots of experience in Schools and Early Years.

Linda has gained her Level 2 play worker qualification and has had previous experience working in childcare. She enjoys finding out the new things children are interested in and helping them develop new skills. She also has a qualification in safeguarding and food safety and has been with Zac's club since June 2023.

Deputy Manager- India is our Level 3 qualified Deputy Manager, and has experience as a teaching assistant, other after-school clubs, and SEN support within a primary school. She enjoys teaching children new skills, and has a very nurturing approach.

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. 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. I especially like the cooked lunch!

Fees/Charges from 1/4/24

Short Day Session (9.00am – 4.30pm) £36.00

Full Day Session (8.00am – 6.00pm) £43.00

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.

For children who need staff support at a higher level than their normal age related ratio of 1:8 or 1:10, additional charges may apply for either 1:3 or 1:1 staffing. Please also refer to our SEND policy.

The prices also include squash, milk, and some healthy snacks such as fruit, vegetables, crackers and cheese, each morning and afternoon, and a hot lunch cooked on the premises, however we DO NOT provide breakfast, so your child will need to have had breakfast before attending.

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 14 days, or before the session if booked within 14 days of the session. We are able to accept payment by childcare vouchers, tax free childcare or electronic bank payment through internet or telephone banking. Payment must be made within 14 days of the invoice issue date, and once booked cannot be changed or refunded. 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.

FEAST/ Holiday Activity Fund Scheme

North Yorkshire Together run this scheme, and Zac's Club is able to apply for funding to provide FREE PLACES to eligible children during the main school holidays (The scheme currently doesn't run during half term holidays). Zac's Club will provide FREE PLACES INCLUDING LUNCH for our 9-4.30pm sessions for as many eligible children as the funding allows. Eligibility is means tested, or for children with SEND. Schools are allocated codes for eligible families, so please enquire with your child's school in the first instance to see if your child qualifies. Alternatively you can make enquiries for a code through the FEAST website: <https://northyorkshiretogether.co.uk/feast/> Booking for Feast sessions is through a link on the email you will be sent which contains your FEAST code. If you book on our booking system you will be charged full price for the session, so please ensure you only book through the FEAST system. If you have a child with a disability requiring additional support in the setting must contact us prior to booking your space in order that we can make the appropriate arrangements for your child, accounting for the correct support and staffing ratio and have additional staff in place. SEND places are conditional on your child having attended a stay and play session prior to booking their place or have attended before. There are separate places on the FEAST booking system for SEND children. Places on the scheme may be limited, and do fill quickly.

Notice Periods

Once booked on our online system, Holiday Club sessions cannot be cancelled, and no refunds will be given, 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. Please use this link for specific details of exclusion periods <https://www.gov.uk/government/publications/healthprotection-in-schools-and-other-childcare-facilities/children-and-young-people-settings-tools-and-resources> Please could you ensure you notify us of any absence to the Holiday Club phone number (07818 811995 Riccall or 07721 062404 Escrick) 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 in line with school policy. 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 current 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 inform the parent of the situation as soon as possible. It is vital that parents confirm consent for emergency procedures at registration, along with providing details of emergency contacts.

Childcare Vouchers, Tax Free Childcare and Universal Credit

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. Zac's Club is able to accept childcare vouchers from any approved scheme.

Zac's Club is registered to take payment under the 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, and is available to parents earning £100k a year or less each parent.

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.

Further advice and support according to your individual circumstances for all of the government schemes (including a calculator to work out your best option) can be obtained by following the link to the government's childcare choices website. Please visit www.childcarechoices.gov.uk/taxfree/childcare

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 Holiday Club, and provide them with both a hat and their own suncream to top up with if necessary. In the winter, please ensure that they have warm coats and wellies as we do go outside for our adventures.
- No refund can be given unfortunately if your child is absent through illness or any other reason.
- The service is available to children aged from 3 years at Riccall, and 4 years at Escrick, up to 11 years and in year 6 at both settings.
- Parents may park in the school car park to pick up or drop off their children at the Club. If the gate is locked, please phone the club phone to gain entry.
- If your child is attending our short day session, starting at 9.00am, please note that we cannot accept your child prior to this time. If staffing allows we may be able to accept your child prior to 9.00am, however you will be charged the price for a full day session.
- Late pick ups from the short day sessions beyond 4.30pm will attract a late fee of £28. If you think you may need to extend your session beyond 4.30pm, please contact the setting to arrange changing it to a full day session in advance, and if space we can extend it, and charge for a full day session instead to avoid you paying the late fee charge.
- 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 changes to invoices, confirmation of childcare costs 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 Holiday 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, or make a claim through the government's scheme for this purpose. It is your responsibility to pay any charges of the debt collection agency or government scheme 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 at both Holiday Clubs for examination at any time. We also display some key policies on the website.

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 bookings at Zac's Club Breakfast & After School Club and form 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.

Terms & Conditions updated and reviewed October 2024 by Ruth Newton