



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'
Website: www.zacsclub.co.uk

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.
Holiday Club
8.00am-6.00pm most days during school holidays except Bank 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 support a 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 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.

Manager

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.

Operations Manager

Andrew was Manager at Zac's Club, Escrick for several years, and was instrumental in ensuring it is 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 Escrick Before & After School Club. He 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 directly with the children. In his role as operations role, which he commenced 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.

Relief Manager

Levi started at Zac's Club in September 2022 as an Apprentice, and is dedicated to a career in childcare. The children know her well, and she works mainly at Escrick. She has since completed her Level 3 Apprenticeship, and is now the Escrick Zac's Club Manager, working in liaison with Lauren during the school holidays when she also manages the setting at Riccall when needed.

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.

Linda has gained her Level 3 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. She is currently undertaking her Level 3 Early Years Educator qualification

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.

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, especially on the go-carts 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 from 1/4/23

Breakfast Club Session £7.50

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 £12.90

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

Holiday Club Session 9am-4.30pm £33.00

8am-6pm £38.00

Price includes a hot lunch, morning and afternoon snacks and all drinks for the day. Full menu published on the website. Where children need staff support higher than their normal age related ratio of 1:8 or 1:10, additional charges may apply. Please also refer to our SEND policy.

It is FREE to register your children with Zac's Club. To register and make bookings, please use this link:

<https://zacclub.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 should not be booked unless the session is required, as once booked we cannot cancel the place and require full payment for the session. We can accept bookings for sessions right up until midnight on our online booking system, subject to availability. It is also possible to make a late 'on the day booking' in emergencies by phoning 07818 811995.

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/health-protection-in-schools-and-other-childcare-facilities/children-and-young-people-settings-tools-and-resources#exclusion-table> 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 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 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. Zac's Club is able to accept 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 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 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 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 4.00pm. Last admission for Breakfast Club is at 8.30am (breakfast is served until 8.15am so please ensure your child has eaten if arriving later). so you must wait until then to leave your child at school. If arriving before 4.00pm to pick up your child, then you will need to park elsewhere, and pick up or your child on foot as the car park is very busy at this time.
- 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. Older children attending either morning or afternoon sessions should find their own way to the Hall bringing all their belongings with them. For P1, P2 and 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 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 at the Before & After School Club for examination at any time. A number of our policies are also displayed 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 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.

Terms and Conditions Updated October 2024 Zac's Club Limited Co No 10744004 Registered in England & Wales