

The Elms Primary School

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The Elms Primary School Wrap Around Provision (Breakfast Club and After School Club)

We are pleased to be offering both Breakfast Club and After School Provision here at The Elms Primary School. At the moment, we will be offering term time only care and some INSET days for children in Reception-Year 6.

Hours and Location

- Breakfast Club - 7:30am-8:40am (in the school dining hall)
- After School - 3:10pm-6:00pm (5.00pm when school finishes for the term at 1.15pm)
- INSET Days 8:00am-5:00pm

Parents can collect children from the school dining hall, entering through the front school gates.

Child Care Vouchers

Our Wrap Around care is registered with the Government Voucher Scheme.

If you are looking to use Childcare Vouchers to pay for care, please contact the school office to ensure we are registered with the type of voucher you wish to use.

Booking Sessions

Bookings for our Wrap Around Provision are requested by completing this google form:

<https://docs.google.com/forms/d/e/1FAIpQLScXOaBr2ffOFejB7T2N6KSvlwTFk1FD5ZSjdBGn65qiMbwSoA/viewform?usp=sharing&oid=112480836271908682088>

Once completed, if there are spaces on your chosen sessions, your child/children will be booked into the requested sessions on Parent Pay and you will be notified of your bookings via email. Sessions will be booked on a first come first served basis, so if any of the sessions you are trying to book are full, the school office will notify you. We will be using Parent Pay to charge for wraparound care, the same system we use for paying for trips and other school related costs. If you do not have log in details for Parent Pay, please let the school office know.

Any bookings made 2 weeks or more before the sessions can be booked on the google form. If your booking is within 2 weeks of the date you require, you will need to contact the school office. Booking forms will be sent out termly, and at least two weeks before the start of the next term with priority going to our existing users first.

Voucher Users

If you pay using vouchers you will not be able to do this through Parent Pay. You will have to send a screenshot of the voucher payment to the school office. The voucher must include a payment reference linked to our school and your child (for example TEPJBLOGS) so that we can link the voucher to your child. The school office will then debit your Parent Pay account with the voucher total on a monthly basis once the voucher has cleared into the trust bank account.

Non-voucher Users

If you don't use vouchers, you will need to ensure you are paying for your wraparound care through your parent pay account. Further details for this can be found below.

Charges

Breakfast Club 7:30am-8:40am - £6.00 (includes breakfast)

After School 1:15pm – 3:30pm (Last day of terms 2, 4 and 6 only): £5.00

After School 3:10pm – 4:15pm: £6.00

After School 4:15pm – 6:00pm (Includes a light tea): £8.00 – (*this session will only run when after school clubs are running)

After School 3:10pm – 6:00pm (Includes a light tea): £11.00

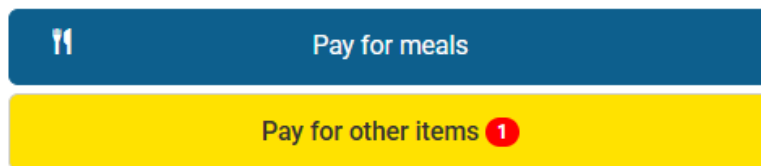
*If your child is at a school club, we can make arrangements for them to join Wrap Around at 4.15 for the rest of the session. You will need to book the session from 4.15 rather than 3.10 if your child is booked for a club.

Payment Deadlines

Your parent pay account will be charged at the beginning of each term for the sessions you have enrolled on. You are welcome to pay this off in one lump sum or in instalments that suit you, but please ensure all debt is paid before the end of the term. If you have any debt owing at the end of the term, you will not be allowed to book any further sessions until this debt has been paid.

Parent Pay Instructions

To find where to pay for your sessions on your Parent Pay account, from the home page, navigate to your child's section and select Pay for Other Items:



Alternatively, click on your child's name and it will bring up all the payment items and you can view your wrap around payments:

BC TEP £6.00 Balance: £0.00 Breakfast Club 07.30 - start of school	£6.00	View
Wrap Around Care Until 6pm Balance: £0.00 Wraparound care starting straight after school until collection at 6pm.	£11.00	View

Then follow the instructions on the screen on how to pay.

After School Clubs

If your child has an after-school club (e.g. Craft, Lego etc) you will be able to select the 4.15 – 6pm session. As clubs are usually announced in advance, you will be able to select the correct session yourself when booking Wrap Around. The Wrap Around Supervisor will still manage last minute changes (for example if a club is cancelled one week), however will not be making routine changes to 4:15 bookings when a club is being attended. If your child decides to join a club after booking a full session, for example they get a place from the wait list halfway through a term, we will reduce the cost accordingly.

Changing Sessions or Extending Pre-booked Sessions

If you wish to make any changes to existing bookings, or you would like to extend a pre-booked 4.15 session to a 6pm session, you will need to email the School Office. Your account will be charged at the advertised rate.

Our Terms

What do these terms cover?

These are the terms and conditions on which we (The Elms Primary School) supply childcare services to you.

Why should you read them?

Please read these terms carefully before you complete the Google Booking Form and the Registration Form and return them both to us. These terms tell you who we are, how we provide services to you, how you and the school may change or end the service, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss before you complete the Booking Form and sign the Registration Form.

Information about us and how to contact us

Who we are:

The Elms Primary School Wrap Around Provision

How to contact us:

You can contact us by telephoning us direct on 01367 240232. Alternatively, you can send an email to office@tep.cambrianlt.org. Our postal address is:

The Elms Primary School
Gloucester Street,
Faringdon
Oxfordshire,
SN7 7HZ

How we may contact you:

If we have to contact you, we will do so by telephone or the email you provided with your Registration Form.

Our agreement with you

How to secure a place?

To secure a place a parent or carer will need to complete the google form to request bookings and once we confirm (via email) that we have availability and you complete the registration form, your child will be booked onto the required wrap around sessions.

Our rights to make changes

Changes to the service we provide:

We may change the service we provide:

- (a) To reflect changes in relevant laws and regulatory requirements.
- (b) To implement minor technical adjustments and improvements.

We are not responsible for delays or disruption outside our control: If our ability to deliver childcare is affected by an event outside our control then we will contact you as soon as

possible to let you know and we will take steps to minimise the impact of the delay or the disruption. Provided we do this, we will not be liable for delays or disruption caused by the event, but if there is a risk of substantial delay or disruption you may contact us to end the agreement and receive a refund for any services you have paid for but not received.

We may have to suspend any service to:

- (a) Deal with technical problems or make minor technical changes;
- (b) Update services to reflect changes in relevant laws and regulatory requirements;
- (c) Make changes to the services as requested by you or notified by us.

Your rights if we suspend the services:

We will contact you in advance to tell you we will be suspending the services, unless the problem is urgent or an emergency. If we have to suspend the services, we will adjust the price so that you do not pay for services while they are suspended.

We may also suspend services if you do not pay:

If you do not pay for the services as outlined and you still do not make payment within 14 days of the original date that the payment is due, we may suspend supply of the service until you have paid the outstanding amount. We will contact you to tell you we have not received payment. Following that we will write to tell you we are suspending supply of the services. We will not suspend the services where you dispute the unpaid debt. We will not charge you for the service during the period for which they are suspended.

Our rights to end the agreement

We may end the agreement if:

- (a) You do not make any payments when it is due and you still do not make payment within 14 days of us notifying you that payment is due;
- (b) You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide a safe service;
- (c) Your child's behaviour is such that we cannot ensure the safety of them or others that use the service.

If we end the agreement in any of the situations outlined, we will refund any money you have paid in advance for services we have not provided.

If there is a problem

If you have any questions or complaints about Wrap Around Provision

Please contact us by telephoning the school office 01367 240232 or email at office@tep.cambrianlt.org

How we may use your personal information

We will use the personal information you provide us to:

- (a) Provide the services to the best of our ability;
- (b) Process your payment for such services

We will only give your personal information to third parties where the law requires us to do so.

Annex 1

Arrangements for collection of children:

We require that all children be signed out by their parent/carer. We will allow collections by any adult listed as an emergency contact for your child (by the school). If your child is being collected by someone other than a regular contact, please let us know in advance. In this case we may ask for photo identification.

Arrangements for late collections:

If you anticipate that you may be late collecting your child, please contact the duty mobile number which will be sent to you with your booking confirmation. If you collect your child after the agreed time, a late fee of £5 will be charged for every 15 minutes or part of 15 minutes after the closure of the provision. If a child has not been collected by 7p.m. and we have not been able to contact the parent/carers or emergency contacts, then the MASH team will be contacted.

Absences:

If your child is absent from school due to illness, they may not attend Wrap Around Provision. If your child is not coming on a particular day for any other reason, we would appreciate you letting us know by 8 a.m. that day. You may contact us by leaving a message with the school's office staff. Please note that you will not be charged for your child's place.

Providing and keeping up to date contact information:

It is the responsibility of the parent/carer to inform the school office or the Wrap Around Supervisor if any information held by the school needs to be updated. Please ensure that the people listed on the emergency contact information the school holds are contactable during Wrap Around Supervisor hours.

Illness, injury and medications:

If your child becomes ill while in our care, we will contact you and ask that they be collected. You will be notified immediately if your child sustains a significant injury. If immediate medical assistance is deemed necessary, we will contact the appropriate medical personnel and then contact you immediately. If your child suffers a scrape or small cut, we will make you aware of it when you come to pick up your child. Any child who requires medication during the day must have the medication in the original bottle or container that is labelled as to what the medication is and its expiry date, as well as the amount to be taken and how often. All medications must be brought to the School Office, and parents will be asked to fill out a medication form regarding its administration.

Behaviour Policy:

We will strive to establish a positive atmosphere of mutual respect where children and staff feel valued and secure. We follow the school's Behaviour Policy to ensure that everyone is being respectful and safe. Regular deviations from these will result in the need for a conference with parents/carers to determine a plan of improvement. If serious incidents

occur or persistent poor behaviour is evident over time, we will suspend the service if necessary.

Wrap Around Provision at the end of school terms:

On days when there is a half day, Wrap Around Provision will begin at the early dismissal time and end at 5.00 p.m. These half day closing extended hours are included in the fees.

Snacks:

As part of looking after the wellbeing of all the children, Wrap Around Provision supports the schools' Healthy Eating initiatives. We provide a nutritious light breakfast to start the day. Breakfast includes a choice of cereals, toast, bagels and/or fruit. A drink of orange juice or milk is provided. For after school we provide a nutritious light snack at 4:30 p.m. This includes toast, bagels, wraps, yoghurt and fruit. Children have free access to water throughout all our sessions. Please be sure to note any dietary needs your child may have when registering for Wrap Around Provision.

July 2025