



Riversdale Primary School

WRAPAROUND CARE TERMS AND CONDITIONS

BOOKING ARRANGEMENTS

- Bookings for all wraparound care must be made via the Arbor App/Parent Portal.
- Bookings will only be made if all outstanding fees have been paid.
- Bookings relate only to the child named on the booking form and are not transferable.
- Bookings for Sunrise Club will close at 7:30am, when the session opens.
- Bookings for Sunset Club will close at 10am on the day of the session.
- Bookings for Off the Grid Holiday Clubs will be made available as far in advance as possible, and bookings will be allocated on a first come first served basis.
- Bookings made after the closing can only be made by the school's admin team and will incur a Late Booking Fee (see below).
- Bookings will not be made by the school's admin team if the account is in arrears.

PAYMENTS

Fees will be charged via Arbor, and payment should be made in ADVANCE of the use of clubs. It is your responsibility to ensure that your account is in CREDIT. If payments are in arrears we reserve the right to suspend your child's place at the clubs until payment has been received in full and there has been an advance payment made.

Charges will be made for all sessions booked, even if your child is absent for any reason.

Please note that charges will still be made if term-time holidays are taken, if children are unable to attend because of illness, medical appointments or any other activity. There is no charge for bank holidays or INSET days.

REFUNDS

Refunds for wraparound care can only be provided if the school is given a minimum of 24 hours' notice.

Exceptions to this include:

- if your child is representing the school at an event,
- if your child is attending a school residential trip,
- if the school has cancelled a booking due to a school-based administration error.

LATE BOOKING & COLLECTION FEES

Please note that fees are fixed and will be charged whatever the reason for lateness. Fees will be automatically added to Arbor in line with the following table:

REASON	FEE APPLIED
Late Booking Fee	£10.00
Late Collection: 1 – 15 Minutes	£10.00
Late Collection: 16 – 30 Minutes	£15.00
An additional £15.00 will then be charged for each additional block of 15 minutes.	

Fees are cumulative; therefore a lateness of 42 minutes would constitute a late collection fee of £40.00 (£10 + £15 + £15), for example.

COLLECTION OF CHILDREN

Children must be collected on time. There is no provision for child care outside the stated opening/closing hours, nor for pupils that are not booked into our wraparound care services. Please see the [Late Collection Fees](#) above for fees incurred for late collection. If there is a genuine emergency and you know you will be late, please contact the school team as soon as possible.

If a child has been left at the school without prearranged child care, or beyond the wraparound care closing time, a duty social worker will be contacted to make alternative care arrangements for your child.

If collection is going to be by anyone other than the nominated person(s) on your registration form, the school must be informed before the collection is made. Proof of identification will then be required.

MEDICAL CONDITIONS

If your child requires medicine for any reason, we cannot accept this medicine on site without completion of the appropriate forms, please speak to a member of the general office for further information.

SICKNESS

Please note that charges will still apply for all absences.

Your child may not attend the club until they have been well for a period of 24 hours.

UNEXPECTED CLOSURE

In the event that any of our wraparound care services are closed due to unforeseen circumstances, parents will be contacted as early as possible. If closure takes place on the day of the booking, parents will be contacted by phone where possible to arrange collection of their child/children.

A decision will be made by the Headteacher, regarding any charges made, based on the circumstances of the closure.