



Terms and Conditions. Updated August 2019



Mighty Oaks After School and Holiday Clubs 4-13yrs

Booking your child into Mighty Oaks is taken as your agreement to the following conditions:

1. Mighty Oaks operates as a subsidiary of Acorns Nursery School and operates under the guidelines of **Ofsted, the registering** body. Policy documentation is available for the information of parents. To view our Ofsted reports go <https://reports.ofsted.gov.uk> and put in our URN (Unique Reference Number) by setting as follows
2. Ashton Keynes = MOAKs: EY423506
3. Cirencester Rugby Club: MORCs EY438096
4. Mighty Oaks key policies can be found on the [parents page](#) of the website. These policies are also available in full in the settings.
5. **Fees are payable monthly in advance by the 15th of the month.** Late payments will incur a 10% charge.
6. **All payments are to be paid by credit or debit card via our online system.** Our staff are primarily employed to be child facing. We have developed BookTheChildcare.com, an automated system, to cut admin time. We, therefore, politely ask that you use it as a payment portal. We would rather parents did not pay by cheque or bacs as this involves considerable admin. Therefore, the following two points apply:
7. **Cheques** will only be accepted via prior arrangement by email and carry a £5 admin surcharge. We will need to receive the cheque by the 5th of the month to ensure it is cleared before the 15th. If the cheque is late there will be an additional £5 surcharge.
8. **Bacs Transfers** will only be accepted by prior arrangement by email and will carry a £5 surcharge. We will need an email by the 5th of the month to confirm that the funds have been transferred (as, due to holiday clubs, staff are sometimes not available to check the bank for many working days). If we do not receive this confirmation email there will be an additional £5 surcharge.
9. **Overdue Accounts:** We reserve the right to suspend or terminate accounts that remain overdue.
10. **Childcare Voucher Procedures.** We accept childcare vouchers. However, we do ask you to follow the [procedure outlined in the Help Doc Section 3](#), to ensure the money is allocated correctly to your account.
11. **Voucher payment details must be entered into BTC by the 10th of the month.** This gives us time to approve the payment (confirmed in our bank and reconciled on our system) by the 15th of month and if necessary sort out any issues that may arise. If this process cannot be completed by the 15th, a late fee may be applied.
12. **Childcare Voucher Surcharge £5.** If the procedures above are not followed or we receive voucher payments to incorrect account we reserve the right to charge a charge.
13. **Fee Increases:** Mighty Oaks reserve the right to increase fees.
14. **Dates:** Mighty Oaks after school clubs will run according to the relevant school term dates but reserve the right to close dates at short notice if unforeseen circumstance makes us unable to provide the service. Holiday Club will generally follow Gloucestershire term dates but may exclude INSET days.
15. **Extra Charges for not booking on BTC.** In the event a parent has forgotten to book a (regular attendee) child in, but the children come to Mighty Oaks expecting to be collected we will:

1. Call the parent (and leave a voicemail if necessary).
 2. Inform the school office, with whose permission we will collect the child and bring them to our club.
 3. We will make a manual register to comply with ofsted guidelines
 4. We will add the session cost to the account as an extra charge
 5. There will be no sibling discount in this instance
 6. We will add a **£5 admin charge** for all of the above.
16. It is the parents' responsibility to let us know if someone other than yourself will be **collecting your child**. They must be over 16 years of age. You must go into your account information and 'add person'. If this person has never collected before please also use the 'Message your club manager' button to send a notification.
17. Parents **must inform** Mighty Oaks teams if a child is to be collected after a club run by the school. You can amend your child's 'Pick up time' under their booking line on their bookthechildcare.com profile.
18. **Refunds** are not made when the school is closed due to unforeseen circumstances (e.g. snow or strikes) as staff still need to be paid in these unusual instances. We will also endeavor to still run in these circumstances, so you can still bring your child to us for some fun even if the school was closed that day. This may not be possible where the club is run on school premises.
19. **10% Sibling discount is at our discretion** and only redeemable as a credit against future bookings on BTC. It is applied retrospectively, on the next month's bill, when the system can look back and calculate when siblings attended together, taking into account any cancellations or extra bookings that may have occurred within the previous month. It is non refundable if no further bookings occur.
20. **Credits due to cancellations** will be paid back via subsequent bookings on BTC. Cash refunds will only be made at the discretion of the management in the event of unforeseen circumstance.
21. **Cancellations made within 48 hours of the booked session will not qualify for a credit.** This is categorised as a 'Late Cancellation'. Unfortunately, due to pre arranged staffing, you will be charged in full in the event that your child does not attend. If your child has had sickness or diarrhoea they are not allowed to attend for 48 hours since the last episode, in accordance with the Health Protection Agency's 'Guidance on Infection Control'. We understand that these circumstances can sometimes be difficult for parents but ask that you notify the manager of your club if your child cannot attend. Especially in the case of after school club, much time and trauma can be endured looking for potentially lost children only to find parents/grandparent have collected but not informed the club.
22. If you experience difficulties with the booking system please refer to the **HELP doc**, [here](#).
23. **Late Collection Policy**
- **Parents must be on site to collect their children by 5:55pm.** This is to enable you **5 minutes to collect your child and their belongings and leave the building by 6pm**
We understand that sometimes bona fide reasons for late collections do occur, and life can throw hurdles in our way, however, this does not alter the fact that:
 - The after school venues are hired until 6pm and we must take steps to ensure this is the time that we vacate.
 - Staff shifts finish at 6pm, often after a day starting at 9am and sometimes 8am, so they need to be enabled to go home on time.

- For legal safeguarding reasons two staff must stay even for just one child and they need overtime pay. Staff have their own children to collect and may have appointments but need to wait with children which can be highly inconvenient.
- Consequently, there will be a late collection fee of £5 (per family) which will be applied to your account once your collection sign out time (time in which you **leave** the building) goes to 6:01pm and for each 15 minutes thereafter (i.e. £10 at 6.16pm etc).

24. Bookings/ Cancellations:

- You can make a booking or a cancellation right up to 3.15pm on the day within the bookthechilcare.com. The registers will be updated in real time regarding your booking.
- If you need to contact the manager after 3pm please text the club setting phone. Texts are better as there is a paper trail and the manager can answer at a convenient point.
- Cancellations within 48 hours of the session will not be refunded.

25. Late Bookings:

We appreciate that sometimes you may need to make a booking the night before or even on the day. We have designed a system to enable parents to have this flexibility. However, to ensure numbers do not spike on the day, after staff shifts have been arranged, we charge a **late booking supplement**.

- **7 days booking notice- incurs a 20% charge**
- **48 hours booking notice - incurs a 40% charge**

These charges will be added manually to your account and will show on the following months invoice.

26. Emergency numbers

- In an emergency regarding your children then please ring the following numbers:
- MORCs mobile - 07740024619
- MOAKs mobile - **07885465994**
- Holiday Club - 07740024619
- If, on any of the above, you do not get an answer, please call Acorns Nursery / Mighty Oaks Head Office on 01285 655505

27. Privacy Policy

We have a legitimate interest to collect and process your data. How we do this is outlined in our Privacy Policy which you can find on our website parent page.

<http://www.acornscirencester.com/mighty-oaks-parents-area.php>

28. Concerns

- If you have any feedback about the club please email us in the first instance: admin@mightyoaksclubs.com
- Or, if you feel it is appropriate to: miles@acornscirencester.com

29. Mighty Oaks reserves the right to update these terms and conditions as the needs of the business develop but we will always endeavour to inform parents by all reasonable means.