



## Dukes Club Terms & Conditions

### Bookings

- All bookings must be made through <https://wellesleyparkschool.magicbooking.co.uk>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.
- All bookings are made as a half termly block booking and must be made in advance of the sessions required.

### Sessions

- **Dukes breakfast Club: cost £3.65 – time 7:30 to 8:30.** A healthy breakfast is available for all children booked who have arrived by 8am. If your child arrives after 8am a breakfast may not be available.
- **Dukes after school Club:**  
**Session 1 – cost £3.75 time 3:15 to 4:30** (no snack) please provide a snack if you think your child may like one  
**Session 2 –cost £8.60 time 3:15 to 6:00** a light snack is provided at 5pm

### Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.
- Any booked sessions which are not attended are still charged unless 21 days' notice is given.
- Parents must inform Dukes club by emailing [office@wellesleyparkschool.com](mailto:office@wellesleyparkschool.com) if their child will be arriving late at after school club due to attending an extra-curricular club
- For breakfast and after School clubs, we are not able to swap sessions unless the 21 days' notice is given.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to attending Dukes. If you arrive at Dukes and have not booked, your child will not be accepted until a booking is made.
- It is the parents' responsibility to inform Dukes if their child is attending an extra-curricular school club and will attend Dukes afterwards. Full session fee is still chargeable.
- It is the parents' responsibility to let the school know of any late cancellations.

### Invoicing / Payments

School will no longer be providing a paper invoice for sessions attended, payments will only be accepted through Magicbooking from September 2022. Parentpay will still be used for all other school activities and Magicbooking will be used for wrap around care only. The Magicbooking system will automatically generate an invoice upon creation of your booking, and information on the dates for each booking will be on the invoice.

## Payments and Overdue Balances

- Various types of payment options are available: Credit/Debit card, (including a card payment instalment plan) Childcare Voucher or Tax-Free Childcare.
- When paying by Childcare Vouchers or Tax-Free Childcare, please use your child's full name as the payment reference and email [finance@wellesleypark.bep.ac](mailto:finance@wellesleypark.bep.ac) with the reference details. All voucher payments need to be applied manually to the invoices in Magicbooking once we have confirmation funds have been received. Where there is no reference or acknowledgement that payment has been applied, a delay may occur allocating the payment.
- If your Magicbooking account shows an overdue amount, you will be unable to make any further bookings until the overdue amount is cleared.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Wellesley Park School will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

## Late Collection Fees (Dukes afterschool club):

- A charge of £4 per 15 minutes will be applied to all collections made after the advertised session end time.
- In the event a child has not been collected by 6.05pm and we have not been able to contact parents and carers on the emergency contact numbers, it is school policy to contact Children's Social Care and the local police.

## Safeguarding and Welfare:

- If your child does not arrive at a booked after school session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure and will, in the first instance, call the contact numbers provided in order to establish that the child is safe and well.
- If there is a concern about the welfare of a child, staff at Wellesley Park will follow the school's Child Protection and Safeguarding Policy and procedures.
- Parents must inform and update Wellesley Park School of any conditions that may affect their child.

## Medication:

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

- Parents must ensure that all medical information is kept up to date by informing the school office and that any medication provided is not out of date.
- Permission to Administer Medication form must be completed, please contact the school office who will email this to you.

**Please note: If the above is not in place, your child will not be able to attend the session**

## Collecting:

- Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account.
- Staff will sign out the child upon collection and record the time of collection.
- Any last minute changes to collection must be made by phone to the school office 01823 664876 (Before 3:15pm) or by phone to **Dukes number 07903 759472, please note this number is only manned from 3:15pm to 6pm Monday to Friday.**

**Forced Closures:**

- If Dukes Club is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, power cut, teacher strikes or other industrial action, by order of Local Authority or Environmental Health, customers will not be liable for fees incurred and will be offered a refund or credit on their Magicbooking account.

**Schedule Changes:**

- Wellesley Park School may need to amend activity programmes, schedules, services, dates, times on occasions that may be out of our control. In such cases, we will ensure that parents are informed.

**Photography:**

- Staff may occasionally take photographs, which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date.

**Lost Property:**

- Staff at Wellesley Park will endeavour to return all items which can be identified. Parents are asked to ensure that uniform and property is clearly named and to check these regularly to support this process.
- Unclaimed breakfast and after school club lost property may be disposed of at the end of a half term.

**Data Protection:**

- Wellesley Park School collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
- For Wellesley Park School policies and procedures, please visit: <https://www.wellesleyparkschool.co.uk/key-information/policies.htm>
- Parents must agree to the terms and conditions of our booking system to book with us.