



## ETONBURY EXTRA TERMS AND CONDITIONS

Please be aware that Etonbury Academy is not obliged or required to offer this service, we do so solely to help busy parents and families. Etonbury Extra is operated on a not-for-profit basis.

### **Confirmation of Place**

Your child's place will be confirmed by email. This confirmation will include details of your child's allocated sessions and commencement date.

### **Policy Documents**

Etonbury Academy has a comprehensive set of policies which Etonbury Extra adheres to. Etonbury Extra also has a formulated set of procedures which are followed. Parents / carers are requested to read these prior to your child's attendance.

### **Etonbury Extra Fees**

After payment of the annual Registration Fee, sessions cost £5.00 per afternoon. Once sessions are allocated you will receive an invoice by email and the amount should be paid by ParentMail quoting the reference supplied. For new school starters you will receive an invoice by email which you will be able to pay in September when your child has started and ParentMail has been set up. Session fees should be paid by the due date as soon as possible. Failure to make prompt payments by the deadline will impact on your child's place at Etonbury Extra. Fees will be reviewed at the start of each academic year.

### **Attendance and Absence**

All children should attend regularly at the sessions booked. Notice should be given in advance of absence for holidays, appointments, fixtures etc. and as soon as possible in case of illness. If you book a place for your child at Etonbury Extra, and your child does not attend on more than three occasions without notification or a valid reason eg. illness, then we reserve the right to withdraw your child's place at Etonbury Extra. It is your responsibility to ensure your child knows what arrangements you have put in place for their care when school finishes at 3:30pm.

### **Booking of Sessions**

Etonbury Extra accepts bookings on a regular basis ie. daily/weekly. In certain circumstances, by prior arrangement, Etonbury Extra will accept bookings on an "ad hoc" basis.

### **Behaviour**

Etonbury Extra will follow the Academy's Behaviour Policy. If your child's behaviour is causing concern at Etonbury Extra then we may request a meeting to discuss their place.



### **Collection/Departure**

Children must be collected from Etonbury Extra by 6.00pm. On arrival at Etonbury, parents / carers should either phone or text Etonbury Extra. Once notification of their arrival is received, the supervisor will send children out to meet parents / carers, and mark the child "Out" on the register.

### **Cancellation of Place**

If at any time you should decide that you no longer wish to retain all or some of your child's place at Etonbury Extra, please advise in writing as soon as possible, a minimum of 4 weeks notice of cancellation is required.

### **Refunds/Credits**

Refunds for cancelled sessions will only be issued in exceptional circumstances.

### **Cancellation of session(s)**

If your child will not be attending a booked session, you must advise Etonbury Extra by text message, email, or phone call to the academy office. Otherwise procedures for missing children will be followed. Failure to advise absence on more than 3 occasions, within an academic year, may result in your child's place at Etonbury Extra being withdrawn.

### **Clubs and Fixtures at Etonbury Academy**

It is parent / carers responsibility to advise Etonbury Extra if your child is attending an extracurricular club or fixture taking place after school eg. football. Etonbury Extra will expect your child to attend once the extra-curricular club has finished, unless notified otherwise.

### **Complaints procedure**

Complaints should be addressed in writing to Mr I Bodger ([ibodger@bestacademies.org.uk](mailto:ibodger@bestacademies.org.uk))

### **Late Collection**

Children must be collected by 6.00pm. If collection is late on more than 3 occasions within an academic year, then your child's place at Etonbury Extra may be withdrawn.

### **Missing Children**

If a child is listed on the register to attend but does not arrive that child will be listed as "missing". The Etonbury Extra Supervisor will contact other members of staff and/or the site agent. If unable to locate the child within the school grounds then parents / carers will be contacted on the numbers provided at registration. If Etonbury Extra is unable to make contact then the emergency contacts will also be used. Multiple attempts will be logged and if necessary, the police will be contacted.



### **Sickness/Emergency Treatment**

In the event of a child becoming ill whilst at Etonbury Extra, the parent / carer will be contacted to arrange collection. In the case of an infectious illness the recommended exclusion time must elapse before the child can be readmitted to Etonbury Extra. Etonbury Extra will adhere to the guidelines provided by the Health Protection Agency. In the case of an emergency Etonbury Extra will contact the appropriate health professionals. If attendance at a hospital is required a senior member of staff will accompany the child and remain with the child until the child's parent / carer arrives. Etonbury Extra will continue with attempts to make contact with the parent / carer, using the emergency contacts provided at registration if necessary.

### **Supervision**

Children will be supervised by at least two members of staff at a ratio of 1:30. Etonbury Extra will be limited to a total of 50 children.

### **Uncollected Child**

If a child has not been collected by 6.00pm then parents / carers will be contacted on the numbers provided at registration. If Etonbury Extra is unable to contact parents / carers then the emergency contacts will also be used. Multiple attempts will be logged and if necessary, police and/or social services will be contacted.

### **Unforeseen Closure**

In the event of closure of Etonbury Extra due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the Academy, Etonbury Extra will close and the parent/carer contacted to collect their child.

***Etonbury Academy reserves the right to change the above Terms and Conditions as and when the need arises. One month's notice will be given in writing to notify parents/carers of any changes.***