



CHAMPS terms and conditions



- It is the parent's responsibility to inform the manager of any change to details, such as contact numbers/authorised collectors, dietary requirements etc.
- Only parents or authorised collectors should collect children. Staff must be informed in advance of any last-minute changes to the arrangements for collection.
- All invoices are due in advance of sessions, with payment being due on the first of the month. Failure to do so will result in the place being withdrawn. Invoices will be sent at least 2 weeks prior.
- Where a place has been booked but is not used for any reason at all including sickness, holidays or school events such as disco's, payment is still due in full.
- Where capacity allows, parents may seek access to additional sessions for their child by negotiation with the manager. Terms and conditions still apply.
- One month's notice is required for the cancellation of sessions. If a child is withdrawn without this period of notice, fees will be charged in lieu.
- Children need to be collected by the pre booked collection time. If a child is collected after this time an extra hour's fees will be charged. Frequent late collections will result in a child's place being withdrawn.
- Children will be cared for by a team of staff who hold appropriate qualifications and undertake regular training, under the direction of the manager. The statutory adult:child ratio will always be adhered to.
- Staff undertake to treat children with care and respect in line with school policy.
- If a child becomes sick or distressed during a session, staff will monitor and may contact you to arrange for your child to be collected. You will be advised and consulted immediately if your child has been involved in a serious incident.
- All children will have their needs provided for in a way which values and supports them.
- In your absence, staff are responsible for your child's wellbeing. The service operates within the terms of the City Council Guidelines for Child Protection
- Unacceptable behaviour will be challenged and dealt with in a manner appropriate to the age and understanding of the child. If a child does not respond to attempts of correction, we reserve the right to withdraw their place.