

# YMCA HUMBER

21 Freeman Street, Grimsby. North East Lincolnshire DN32 7AB

## Wraparound Care : Terms and Conditions

### Bookings

- All bookings must be made through [Log In - YMCA Humber](#)
- 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 Tax Free Childcare/ Childcare vouchers.

### 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 **24 hours' notice** is given.
- Parents must inform the school office by email if their child/ren are 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 **7 days' notice** is given.
- Any booked sessions which are not attended are still charged unless correct notice is given.
- All bookings must be made prior to arriving onsite. If you arrive at a site and have not booked your child will not be accepted until a booking is made.
- It is the parents' responsibility to make the booking if their child is attending after school club.
- It is the parents' responsibility to let the school know of any late cancellations.

### Payments and Overdue Balances

- Types of payment available are Credit/Debit card, Tax free childcare or childcare vouchers.
- When paying by Tax Free Childcare, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Any fees associated with the debt collection will be passed on to the debtor.

### Late Collection Fees / Booking charges

- A charge of £5 per child will be applied to all collections made after the advertised session end time.

### 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.
- We are committed to safeguarding all the children in our care from harm and abuse.
- YMCA Humber are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform YMCA Humber wraparound care of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in YMCA Wraparound care excluding them from certain activities or if it felt necessary, excluding them from using YMCA Wraparound care. In such circumstances no refund or credit will be paid.

### Medication

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

- Completed Health Care Plan and Permission to Administer Medication Form.
- please contact [Wraparound@ymca-humber.com](mailto:Wraparound@ymca-humber.com) 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 as a collector.
- Parents will be required to set up a password for each child. Collectors will use this to collect children.

### Exclusion

- YMCA Wraparound care reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent, and no refund/credit will be available.

### Forced Closures

- If YMCA Wraparound care 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, parents will be granted a credit note for paid sessions.

### Photography

- YMCA Humber occasionally take photographs and videos 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 on your booking account.

### Complaints

- If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email the [Wraparound@ymca-humber.com](mailto:Wraparound@ymca-humber.com) for a complaint's procedure form

### Liability

- YMCA Wraparound does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the YMCA Wraparound or its staff.
- YMCA Wraparound takes no responsibility for any items that are lost/stolen or damaged during our care.

### Lost Property

- On request, YMCA Wraparound will endeavour to return items that can be identified. Unclaimed Breakfast and After School Care lost property will be distributed to local charities at the end of the year.

### Parent Abuse of Staff

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police, and this will always be the case if physical violence is used or threatened.

### Data Protection

- YMCA Wraparound collects 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. YMCA Wraparound may hold some of your details for future marketing purposes.
- Please let us know if you do not want to receive future communication from YMCA Wraparound.
- For YMCA Wraparound policies and procedures, please contact [Wraparound@ymca-humber.com](mailto:Wraparound@ymca-humber.com)
- Parents must agree to the terms and conditions of our booking system to book with us.

### Legislation and Framework

YMCA wraparound care aims to provide a high-quality standard of care and engagement for all children who are participating. Within our sessions and the care provided we intertwine the governing legislation for early years by implementing the following:

- Quality and consistency in all early year's settings, this is to ensure each child is given the same opportunities to succeed.
- A secure foundation through planning for the learning and development of each.
- individual child and assessing and reviewing the individual needs and interests of each child through 'all about me' pages and engagement.
- Partnership working between wraparound care worker and with parents and/or carers, as well as engaging and communicating with schools to provide outstanding support.
- Equality of opportunity and anti-discriminatory practice, ensuring that every child is supported.

For more information on the legislation we follow regarding early years please see the government website link:

[https://assets.publishing.service.gov.uk/media/670fa42a30536cb92748328f/EYFS\\_statutory\\_framework\\_for\\_group\\_and\\_school\\_based\\_providers.pdf](https://assets.publishing.service.gov.uk/media/670fa42a30536cb92748328f/EYFS_statutory_framework_for_group_and_school_based_providers.pdf)