

Bookings, cancellations & payments

Delivery of service: Upon receipt of full payment, an email booking confirmation is sent automatically via the booking system.

Current Academic Year Prices

Breakfast Club: £4.75 per session
7.30am until the start of school

After School Club: £10.40 per session
From the end of school until 6pm

Contact Details for CBS

Registering an account is completely free and should take no longer than 5 minutes. To register an account, you simply need to [click here](#) (or visit <https://robert-wilkinson.cbfs.uk/>) and provide details for:

- The account holder (you) and your child(ren)
- Three different emergency contacts
- A payment card (no payment will be taken, but a card will be required to make bookings)

Contact email address: robertwilkinson@childcarebookingsforschools.co.uk

Contact phone number: 01444 523335

Term time Childcare – permanent bookings

Payment for permanent term time care: In return for Robert Wilkinson School providing breakfast and/or after school care to the Child, the Parent agrees to pay the agreed fee, monthly, in advance. Payment is due in full by the 1st working day of the month and will be taken automatically. It is the Parent's responsibility to ensure sufficient funds are available via their default debit card, Online Account balance or a combination of both.

A £25 administration fee will be levied each month payment is not made on time. This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.

Cancelling a permanent term time session: **Please note:** cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.

Changing or cancelling a set permanent booking pattern: To remove sessions from a Permanent Booking pattern (or cancel a Permanent Booking in full) you are required to two weeks (10 working days) notice. Booked sessions falling within this notice period remain billable regardless of whether or not the Child is in attendance. After two weeks, the set permanent booking pattern will change (or cease) according to the request.

Individual days will not be refunded if a child does not attend a session.

Term time Childcare – ad hoc bookings

Payment for ad-hoc term time care: Payment for ad-hoc term time care must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than five working days' notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. For example, to receive a refund/credit for a session on Wednesday, the session should be cancelled by Tuesday of the previous week. Credit can be refunded upon request or retained on account for use towards future bookings. Any sessions cancelled with less than five working days' notice will not be eligible for credit or refund.

Unplanned Sessions

Children who turn up at the club to attend additional sessions without the parent/carer first booking the session will be looked after whilst their parent is called to come and collect them. The parent/carer will incur a fine of £10 in addition to the price of the session per child.

Children's behaviour and end-of-day collections

Timekeeping: In order for our service to run smoothly, we ask all Parents to be prompt when arriving and collecting children. A minimum of three Emergency Contacts must be added to a Parent's online account, who will also be permitted to collect a Child if their Parent is unable to for any reason.

Drop Off & Collection

All children must be brought to the WAC door and signed into Breakfast Club by someone aged 16 or older. Please note that all children must be collected from After School Club by someone aged 16 or older

Late collections: Children must be collected by the finish time of their booked session. Please note that if a Parent or Emergency Contact collects later than the allocated finish time, the Parent will be billed £25 per occurrence. Repeated lateness will result in a Parent no longer being able to use our service.

Behavioural expectations: All children are expected to behave according to our Behaviour Policy (a copy of which is available on our Website). Any serious deviation from this may result in a Child being removed from the childcare, with immediate effect, and not allowed to return. In this instance, no refunds will be given for any sessions falling within our normal notice periods.

Exclusion from using our service: We reserve the right to cancel any booking with us at any time, for reasons such as (but not limited to) repeated late collections, or repeated late payment of fees. In these instances, Parents will receive a final written warning. Following this written warning, should a Parent be late with collection/payment again within the next 12 months, their booking will be cancelled with two weeks' notice to make alternative arrangements. In the event of this cancellation, the Parent will be required to pay for their remaining fortnight in advance (if it has not already been paid for). If a Parent does not pay this fee, their booking will be cancelled with immediate effect.

Children's Welfare

Sickness: Should a Child have sickness or diarrhoea, we ask that they do not return to attending childcare for a period of 48 hours after the last episode. If a Child falls ill during the morning session (i.e., at our Breakfast Club) we will call the Parent (or Emergency Contacts) and ask for the Child to be collected. If the Child cannot be collected before the end of the session, they will be taken to the School Office staff to wait for collection.

We reserve the right to refuse admittance, and the right to suspend provision to any Child if, in the opinion of Robert Wilkinson School the Child is not fit to attend due to illness.

First aid: By accepting these terms and conditions the Parent gives permission for all necessary first aid to be administered to their Child in the event of an emergency.

Medicines: All medicines must be clearly named and labelled and given to the Manager. This is a requirement even if the medicine is not to be administered during the session. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst a Child is attending our childcare, the Parent will need to complete an Administering Medication form and return it to the manager in advance.

General

Insurance: Robert Wilkinson Primary School holds full Public Liability and Employers Liability Insurance.

Photographs for promotional purposes: From time to time, we may ask a DBS checked photographer to take photographs and/or video clips for future use in marketing material. All images and/or footage is passed to the manager and then wiped from the photographer's camera. Parents are asked as part of their online account registration whether they give permission for images of their child(ren) to be used for marketing purposes.

Photographs for children's records: Photographs may be used to form part of our record of a Child's development. This is a requirement under OFSTED regulations.

U and PG Films: Films certified as U or PG may be watched during Wrap Around Care sessions. If you do not want your child to be allowed to watch these films please send an email to school detailing your wishes.

Personal loss or injury: Robert Wilkinson Primary School does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff.

Data protection: We will use your details to contact you via email with future information about our services. Parents are asked as part of their online account registration whether they wish to opt in for future marketing emails. Robert Wilkinson Primary School is registered with the Data Protection Office and compliant with GDPR.

Policies and procedures: Copies of Robert Wilkinson Primary School's policies and procedures can be found on the school website.