

# Parents Handbook

## Burleigh Primary School, Cheshunt

Direct Phone Number: 07376 130968

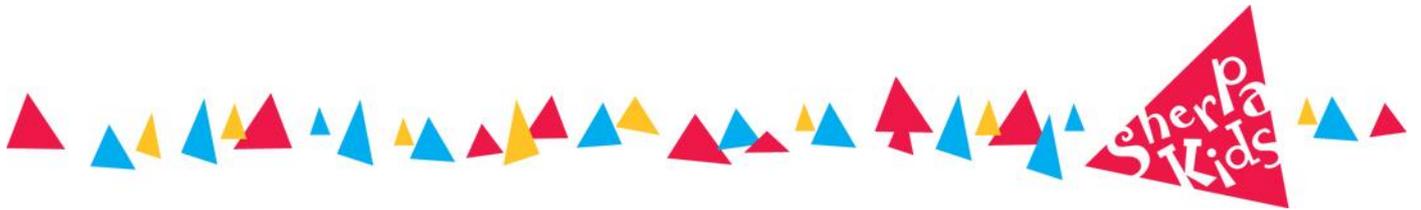
Email: [burleighcheshuntps@sherpakids.co.uk](mailto:burleighcheshuntps@sherpakids.co.uk)

July 2018



**Welcome to Sherpa Kids Burleigh Primary School**

Sherpa Kids is independently owned and operated by: Mark Bailey



Site Contacts	<p>Mark Bailey Programme Manager</p> <p><b>Direct Phone Number:</b> <b>07376 130968</b></p> <p>Email: <a href="mailto:burleighcheshuntps@sherpakids.co.uk">burleighcheshuntps@sherpakids.co.uk</a></p> <p>Please contact this number or send an email for cancellations and enquiries outside of operating hours.</p>
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**Services Available and Hours of Operation:**

After School Club: 15.15 – 18.00. Monday to Friday

Holiday Care 07.45 – 18.00 (check with us for operational weeks)

We may also open on School Closure days. We are closed on all public holidays and the week between Christmas and New Year.

**Bookings:**

Permanent and Casual bookings are available.

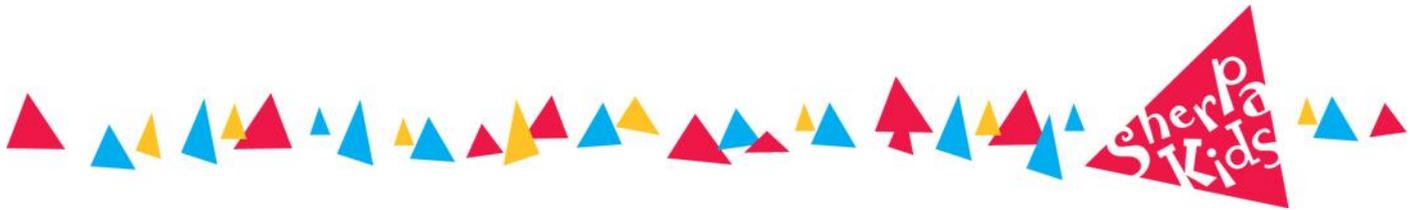
**Emergency Contact:**

In the event of an emergency, outside of the normal Sherpa Kids hours stated above, please contact the Programme Manager in the first instance: Other contacts are available at Sherpa Kids Head Office – Mobile 07900 117611 / office 01425 462523.

**Ofsted Registration Number**

EY542446

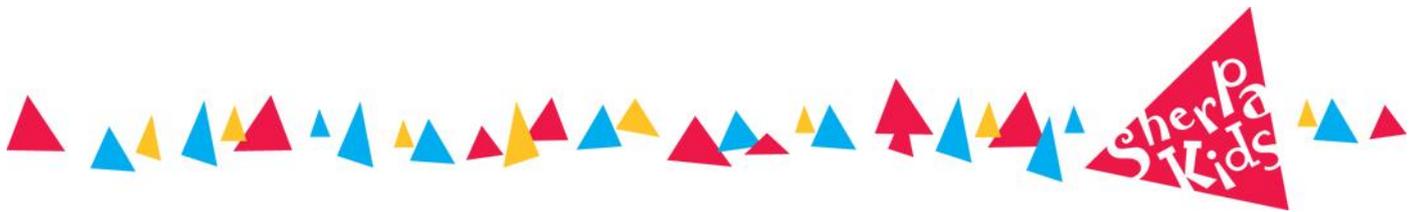
If you feel that any area of our operation is not adequately covered by this handbook or if you have any further questions, please contact us to review.



## Philosophy

We provide a safe and secure environment for the quality care of school aged children through a structured well balanced programme. We achieve this by thinking ahead, anticipating what children might like to do to keep them safe and happy. We do this by providing planned activities and supervised free play. We abide by eight values which represent all areas of our out of school hours programmes in order to provide quality learning outcomes for happy children.

	<b>Commitment</b>	We are committed to the vision, mission and goals of Sherpa Kids, our team and our clients at all times
	<b>Integrity</b>	We will always speak the truth and will only ever make agreements that we intend to keep
	<b>Excellence</b>	We will always look for ways to improve and add value to our programs
	<b>Communication</b>	We will always speak positively of our team members, both in public and in private. We will never use sarcasm, profanity or listen to gossip
	<b>Education</b>	We are always willing to learn from our mistakes. We will look for practical knowledge and solutions rather than just theory
	<b>Team Work</b>	We will focus on co-operation seeking resolution as opposed to compromise
	<b>Systems</b>	We work to our system for solutions if a problem arises. We always follow the system and strive for continuous improvement
	<b>Consistency</b>	We are consistent in all our actions so that our customers can feel comfortable when dealing with us at all times



## **OPERATING PREMISES**

### ***Location of Sherpa Kids After School Club***

Sherpa Kids After School Club will operate all activities from 1<sup>st</sup> Cheshunt Scout Group adjacent to the school, and not from any part of the school building. Likewise, all children are collected by their designated adults from 1<sup>st</sup> Cheshunt Scout Group's premises, the address is listed below. Both the school site and 1<sup>st</sup> Cheshunt Scout Group are mutually accessible through secure gates at the perimeter of the setting and significantly, without the need to exit the safe and secure surroundings of either location.

All children will be collected from the school, at the end of the school day, by Sherpa Kids staff, and walked from the school building to the Club, via the school field and through the gate separating both premises. There will be no need to walk children along local roads or pathways to access the operating premises, except in exceptional circumstances. Should any of the children enrolled into Sherpa Kids be attending after school activities operated by and based within the school, Sherpa Kids will be advised by the school and will collect children from the supervisors of those activities.

### ***Collection of children from Sherpa Kids (latest collection, 6pm)***

All children will be collected from Sherpa Kids After School Club at 1<sup>st</sup> Cheshunt Scout Group. To access 1<sup>st</sup> Cheshunt Scout Group, please follow the address below and enter through the secure external (green) gate and use the door bell next to the front door (which must be locked at all times). Designated adults will be unable to collect their children from any part of the school premises. Additional information relating to parking is listed below.

### ***Address of 1st Cheshunt Scout Group***

1st Cheshunt Scout Group  
Rowlands Fields Scout Headquarters  
Victoria Close  
Cheshunt EN8 9EP

### ***Interruption to normal Club operations***

Sherpa Kids are aware that 1<sup>st</sup> Cheshunt Scout Group hold an annual firework display on a weekday that is also typically a regular school day. Whilst every measure will be taken to avoid any impact to Sherpa Kids, it may be necessary to make alternative arrangements for the Club to operate on this day or cancel the Club altogether (to ensure the continued safety of your children). Should this event or any other event organised by the Scout Group suggest risks to the safe operation of Sherpa Kids, parents and families will be provided with one month's written notice advising of significant events that Sherpa Kids has been made aware of, and where possible, alternative arrangements to ensure the continued and safe operation of the Club.

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## **GENERAL OVERVIEW**

### ***Our Mission***

***Working in partnership with schools to give busy parents the certain knowledge that their children are safe, secure and stimulated in our care.***



### **Orientation and Policies**

Welcome to our Sherpa Kids service. We hope your structure of our service and the following information gives you a greater understanding of the operations of our Sherpa Kids programmes and sessions of care.

Your signed Enrolment Form confirms you understand and accept our onsite centre policies and procedures. Please also read this handbook carefully and refer to the centres policy and procedures manual which is always available for viewing at our service if you have any questions.

### **Families and Communities**

Parent participation and community involvement is encouraged at the programme. Parents are welcome to make suggestions in the development of the programme. The programme management will work in collaboration with the school community for better programme outcomes for the children.

### **Code of Conduct**

Sherpa Kids is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme. Our code of conduct is designed to help us, as individuals, the children and our staff team make appropriate decisions about behaviour choices and to demonstrate the core values of integrity and respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Programme Manager or myself, the owner of the service. Our 'code of conduct' is kept in the centre policies and procedures manual.

### **Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or carers may be liable for replacement costs of equipment or property damaged by their child(ren).

### **Privacy Policy**

Sherpa Kids will collect, use, disclose and hold information in accordance with the *EU General Data Protection Regulations (EU) 2016/679* and the *Data Protection Act 2018*. We will only use the information collected for the purposes which it was obtained. In addition, we will only disclose personal information to third parties such as government departments who require this information by law. These may include but are not limited to:

- Department of Education, Employment and Workplace Relations
- Ofsted
- Family Assistance Office
- Insurance Agencies
- Sherpa Kids Professional Advisors such as Lawyers
- Tax Office

The safety of your data is important to us and therefore we ensure that there are appropriate procedures in place to protect your data and to keep it accurate and up to date. To find out more information on how we look after your data and what rights you have please read our full Privacy Policy which can be found on our website ([www.sherpakids.co.uk](http://www.sherpakids.co.uk)) or in our Policies and Procedures Manual.



### **Public Liability Insurance**

All children in our care are covered by our Public Liability Insurance. Sherpa Kids does not accept any responsibility for loss, injury or death of any participants unless caused by the proven negligence of the company or its servants.

### **Lost Property**

Sherpa Kids staff endeavour to remind and assist children about their personal belongings. We encourage personal responsibility by the children and cannot accept responsibility for any items lost or left in the school grounds. Unnamed property left on site will be handed into the school to add to their lost property at the end of each week.

### **Personal Belongings**

Children must not bring mobile phones, iPods, electronic games, toys or money to Sherpa Kids. Sherpa Kids staff cannot take responsibility if these items are lost, stolen or damaged.

### **Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their child(ren).

### **Complaints and Complaints Procedure**

We welcome the feedback of any parent, carer or member of the Sherpa Kids community or host school. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision.

Please notify the Programme Manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. The Programme Manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

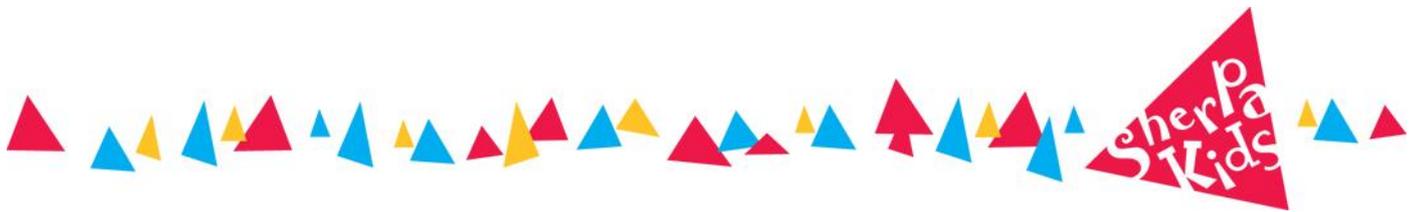
If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Programme Manager in the first instance it should be escalated to the Owner.

At any time, you may choose to complain to Ofsted, who will investigate any complaint and publish the results of the investigation, along with action we may be required to take, on their website. The phone number for Ofsted complaints is: 0300 123 4666

### **Communication**

Our Sherpa Kids newsletter will be emailed to our families and community so up to date information about our staff, policies, fees, upcoming programme activities and special events is communicated. We also will reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. We also have notice boards and display areas which also contain information you will find useful such as staff and programme information, the weekly menu and examples of children's activities, so please take the time to check these regularly.

Please be aware that you will only receive our Sherpa Kids newsletter if you have agreed to receiving these communications. If you no longer wish to receive our newsletter please contact us via email at [burleighcheshuntps@sherpakids.co.uk](mailto:burleighcheshuntps@sherpakids.co.uk) or telephone on 07376 130968.



### **Parking**

Please collect your child please visit 1<sup>st</sup> Cheshunt Scout Group, all details for which are listed above. Whilst parking is limited in the vicinity, kindly consider our neighbours.

### **No Smoking**

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site or anywhere in the school grounds.

### **Sun Smart Policy**

Sherpa Kids' outdoor activities are guided by advice issued by Cancer Research UK:

- Spend time in the shade between 11.00am and 3.00pm.
- Make sure the children never burn
- Aim to cover up with a t-shirt, hat and sunglasses
- Then use 50+ sunscreen. Children are encouraged to apply before school and to bring / apply their own screen for After School Club, there is a declaration covering application of sunscreen in the Enrolment Form.

### **Sherpa Kids Programmes**

Our programmes, standards and requirements reflect Ofsted guidelines and the school's philosophy and values.

Sherpa Kids programmes will also:

- ensure children's learning and development is facilitated and their individual interests and abilities are encouraged and needs are met
- provide challenging and interesting age appropriate activities using a variety of resources and suitable equipment to engage and stimulate children's physical, intellectual, social and creative abilities
- plan for a range of daily indoor and outdoor activities taking into account the health and development guidelines for the age group
- enable children to participate in quiet/active activities, as well as group/small group or individual activities
- encourage children to feel part of the school and wider community
- are evaluated regularly by children, parents and staff using a variety of assessments and strategies

### **DAILY ROUTINE**

In order to ensure that the programme is a happy and safe environment for the children who attend and that it runs smoothly, the Sherpa Kids programme follows a structured routine. We vary the routine subject to the needs and desires of the children but a 'typical' After School Care day or week is as follows:

#### ***Daily Format - After School Club***

***(to be adapted subject to light and weather)***

3.15pm- 3.30pm: Children arrive, put away school bags, register, wash hands and recharge with a healthy snack

3.30pm – 4.00pm: All our children are outdoors with supervised free play

4.00 – 4.30pm: Supervised home learning activities, quiet reading, storytelling or quiet activity if no homework.

4.30pm - 5.45pm: Planned fun activity of the day – exploring the Theme of the Week

5.45pm – 6.00pm: Tidy up, quiet time before final collection.



## Planned Activities – Exploring the Theme of the Week

Monday	Arts and Crafts
Tuesday	Music and Drama
Wednesday	Sport and Games
Thursday	Cooking & Technology
Friday	Fun Activities

Weekly themes are incorporated into the daily format. The daily format is an indication, only, of the types of activities the children will be involved in at any given time. However, depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff.

Although behavioural rules apply in accordance with those of the school, children have the option not to participate in any given activity.

All Themes of the Week and Planned Activities are designed, above all, to be fun but are also structured to encourage learning and development of the children in line with the principles of the Early Years Foundation Stage and the National Curriculum.

These principles are extended to be relevant for older children where appropriate.

More information on how we deliver the EYFS is available upon request. A listing of forthcoming Themes of the Week will be on display at the premises.

Sherpa Kids reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

### Cultural Diversity

Sherpa Kids programmes will be mindful of cultural differences and the needs of the children in our care. Consideration will be given to the diverse needs of children from various backgrounds when planning all our activities.

### Children with Additional Needs

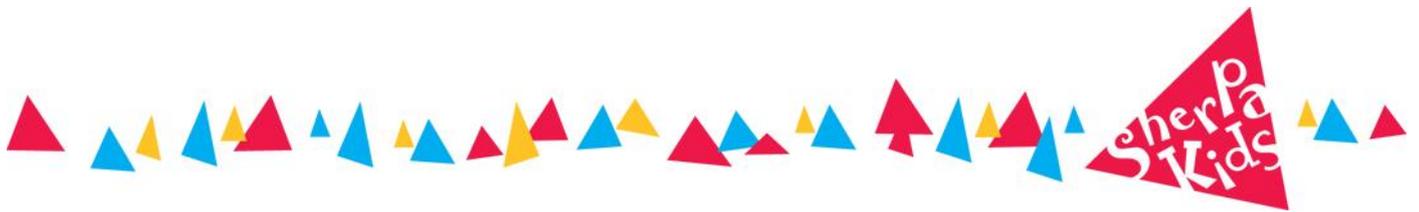
Every effort will be made to include children with additional needs in our programmes and a full assessment with the assistance of the child's parent, will be made to determine the child's needs and if they can be catered for, prior to the child commencing care. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the parents and included with the child's enrolment form. Parents must arrange a time with the Programme Manager to discuss their child's needs to ensure appropriate care can be provided.

### Family and Community Involvement

Families are welcome to spend time at our service with their children and this will also increase communication between Sherpa Kids staff and families and help us to meet you and your child's needs. If your family or child has a special day or significant event you would like us to celebrate or share, please discuss this with staff. Community and school involvement is also encouraged at our service as we feel the information and experiences this can provide, can add to a child's development and learning experience.

### Enrolment

**Sherpa Kids do not charge an enrolment fee but you are required to complete an Enrolment Form for each child you wish to attend the Sherpa Kids programme.**



The Enrolment Form captures essential information about your child that is required by law and to assist us in providing care of the highest standard.

**Please remember it is your responsibility, as the parent / carer, to advise us immediately of any changes to the information provided on the original Enrolment Form**

***We strongly advise that we receive your child / children's enrolment form even if you do not see any immediate need to use the service. This will ensure, in the unfortunate case of an emergency, we are able to accept your child into the club should there be a need for a casual booking. As noted elsewhere in this document, casual bookings are subject to capacity on the day(s) required.***

Information collected on our Enrolment Form will be processed in line with our Privacy Policy and in compliance with the EU General Data Protection Regulations (EU) 2016/679 and the Data Protection Act 2018.

### ***Signing In & Out***

The adult(s) assigned to dropping off or collecting the child(ren) must complete the daily register by signing the child(ren) in or out. This is for both the safety of the children and for payment records.

Only approved persons will be able to collect a child as notified by the Enrolment Form or advised by parents and / or guardians on a specific day. Our staff may ask for ID and /or a password if they are not familiar with the adult collecting the child. This is for the protection of the children so please do not be offended.

You will also be required to sign your child in to Before School and Holiday Care programmes where they are provided.

### ***Late Pick Up***

You must collect your child on time at the end of the session you have booked for them.

Late collection of children from Sherpa Kids is taken very seriously. We have a **late pick up charge of £1 for every minute that you are late in making collection.**

We close at 6.00pm each day. Where a child has not been collected by 6.15pm and staff have not been contacted by the parent, we will proceed to contact those named contacts provided on the child's Enrolment Form to arrange collection. **At no time will a child be abandoned**, however, the Programme Manager is authorised to take all necessary steps to ensure the safety and well-being of the child, including, if there is no alternative, contacting the police and other agencies within the local authority.

### **WELLBEING, HEALTH AND SAFETY**

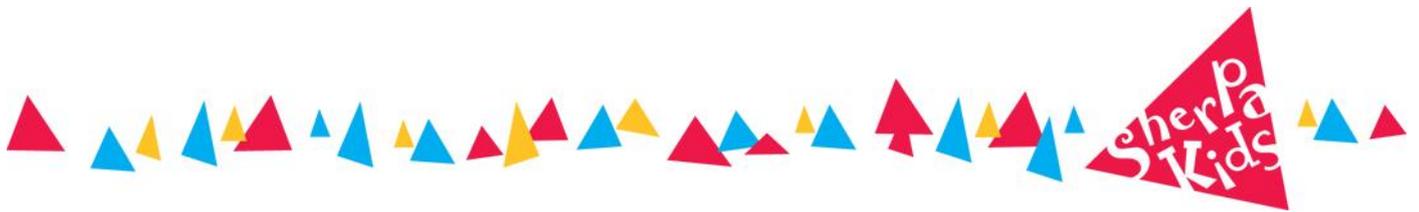
We aim to provide a safe and healthy environment for all children in our programmes. We are in contact with a variety of organisations to advise and assist us in this area.

We will at all times comply with all relevant health and safety in employment legislation. Where applicable, parents must provide the programme with a Medical or Health Management Plan for their child.

### ***Behaviour Management***

Sherpa Kids behaviour management procedures are in line with those of Ofsted, the Local Authority and the host school. This is documented in the 'Centre Policies and Procedures Manual' which is always available, for your reference, on site.

Our policy is to ensure our environment is a safe and happy place for everyone involved. We maintain an emphasis on being polite, considerate and co-operative.



Our rules and codes of conduct, which we expect the children to follow, are explained fully and often to the children.

If we experience behavioural problems with a child, the parent will be contacted and consulted in regards to behavioural management. If a parent has any questions or complaints on this subject, please contact the owner. Please do not discuss these matters with staff members while the programme is in progress. We reserve the right to refuse or terminate a child's enrolment if there are unresolved behaviour issues.

### **Child Protection**

Our service is committed to the recognition and prevention of abuse of children and young people with the safety, welfare and wellbeing of the children always the prime consideration. In addition to general safety policies already outlined, our service will ensure that volunteers or students working at the programme, have current working with children or police checks. All volunteers, students and visitors to our service will be supervised and visible to staff when interacting with the children.

### **Child Abuse**

All of the Sherpa Kids services are committed to the prevention of child abuse with the safety, welfare and well-being of the children always the prime consideration. Sherpa Kids Head Office staff and programme staff will respond to suspicions of child abuse by maintaining a good relationship with the child, recording all observations, impressions and communications.

No one staff member will act alone, with any action taken only after consultation with the Owner and the host school. Advice will be sought from the appropriate authority, such as the Local Safeguarding Children's Board or the Police. Instructions given by the appropriate authority will be followed and acted upon.

### **Distraught Children**

Where a child is distressed or upset and indicates that they may require comforting, our staff may touch your child(ren) in a reassuring manner. Our staff will always conduct themselves in a safe, public and professional manner, but will not turn away a child that needs comforting.

Please ask for more information and or discuss with the Programme Manager if you have any questions or requests.

### **Sick Children**

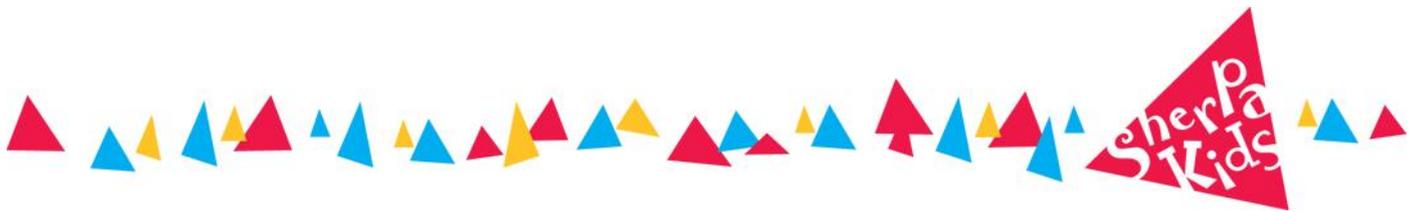
If a child attending the programme becomes unwell or upset we will contact the authorised people listed on the Enrolment Form for them to pick up the child(ren) as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facility to look after sick children.

If a child has been booked into the programme but will not attend due to sickness, please contact the Programme Manager before 9am on that day. You will still be required to pay for the booking.

### **Accidents and First Aid**

At all times there is a fully stocked first-aid kit and staff members present on site who have paediatric first aid qualifications. However, if we are concerned about a child we may call a parent to pick their child up.

If a serious accident occurs, our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to parents, doctors or hospitals. All accidents and incidents are recorded in our Accident and Incident book.



Important notes and records of children that are taking medication are also recorded in this book.

### Medical Requirements

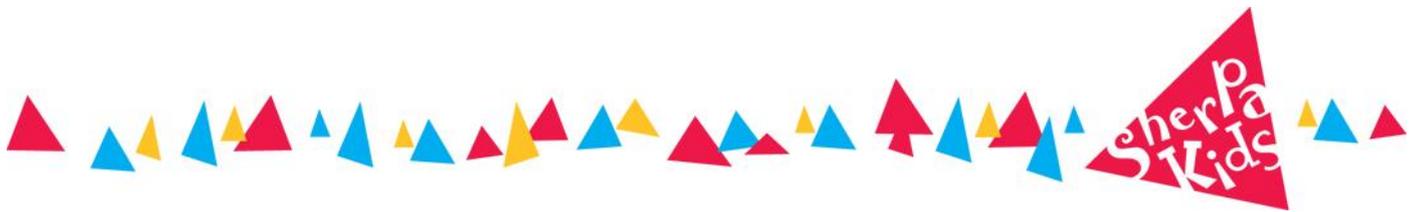
Please advise the programme of any medication that is to be administered by the programme staff. Talk through the specifics with the Programme Manager or Deputy. A permission to Administer Medication Form must be completed by parent or carer. You will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage and use-by date.

### Infectious Diseases

Measures will be taken by management and programme staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment. We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child's condition so appropriate action can take place. If this becomes apparent at our service we will contact parents/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusions periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Exclusion periods may apply for certain symptoms or diseases.

Disease	Exclusion Period
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea / Sickness	Exclusion period forty eight (48) hours following the last episode.
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun



Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

### **Incidents, Injury, Trauma & Illness**

All incidents, injury, trauma and illness events including serious incidents are recorded and discussed with parents, staff and where necessary reported to the appropriate authority and Sherpa Kids Head Office.

If a serious accident occurs our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to doctors, hospitals or homes.

### **Emergency Procedures**

The safety of staff, children and visitors to our service is vital in the event of an emergency. Emergencies include events as fires, earthquakes, cyclones, floods, extreme weather conditions, other catastrophic events, the presence of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Staff and volunteers will initially be made aware of emergency procedures and drills at our service during their inductions and this information will be reinforced with the children during regular practice drills.

### **Emergency Procedures**

Evacuation procedures will be displayed, followed and practised once every half term. These procedures are directly linked to those of our host, 1<sup>st</sup> Cheshunt Scouts. Only bags, which contain medication, will be evacuated with the children and if safe to do so. If this is relevant to your child please inform Sherpa Kids on the Enrolment Form (regular medication) and verbally to the Programme Manager, so that we separate these bags.

The practice of emergency procedures will also be conducted once per half term and will be recorded in the Accident and Emergency Book.

### **Mobile Phones**

#### ***Staff use of mobile phones***

Mobile phones belonging to members of staff are kept in a secure place during working hours.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Under no circumstances may staff use their personal mobile phones to take photographs at the club whilst any children are present.

#### ***Visitors' use of mobile phones***

Parents and all other visitors must not use their mobile phone or any other device to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.



### **Sherpa Kids Staff when interacting with your children will:**

- take time to establish a rapport with your children and learn about their unique interests and abilities
- model appropriate language and communication skills, safe practices, behaviours, values, and attitudes
- be flexible and reactive to children's emerging interests and needs and encourage children to communicate, explore and be creative and spontaneous
- allow children to make decisions, problem solve and express and share their thoughts and opinions
- provide opportunities to build upon children's previous experiences to extend their development and learning
- assist children in developing positive relationships with other children/staff and so that children see themselves as a valuable member of the community
- use praise and reinforcement with children to boost self-esteem and encourage and motivate good practice and celebrate children's efforts and achievements
- anticipate conflict and assisting children and families to resolve any issues or instances of bullying and harassment
- ensure staff are committed to improving their own professional development and continually challenge their own practices and decision making so as to provide an enriching learning environment for all

### **Staff Ratios**

Our programme ratios are always in line or lower than those required by Ofsted (i.e. we have more staff in attendance than Ofsted requires). At all times there will never be less than two members of staff on duty.

The qualifications of Sherpa Kids Programme Managers and staff exceed those requirements laid down by Ofsted and are supplemented by our own Sherpa Kids training policies and those of the Local Authority.

Staff will have received, or will be receiving training in:

- Paediatric First Aid
- Behaviour Management
- Risk Assessment
- Safeguarding Children
- Food Hygiene

Approved off-site excursions may also require a higher number of staff dependent on the nature of the excursion. Parents will be kept fully informed.

### **Staff Recruitment**

All Sherpa Kids staff undergo a series of interviews and reference checks, including enhanced checks by the Disclosure and Barring Service ("DBS", formerly known as CRB), before they are employed.

If there are any questions or comments regarding Sherpa Kids staff please contact the Owner.

## **SERVICES**

### **Homework**

We designate approximately twenty minutes per day for homework supervision. **We do not do the homework for the children**, and if research material is required then the children will need to bring it with them. As we do not have free run of the school grounds and children are at all times supervised, they will be unable to access the school during our hours of operation.



We are not held responsible for the completion of homework, checking bags, etc., where a child insists they do not have homework.  
 If there are any issues regarding homework please contact the Programme Manager outside of programme hours.  
 If a child has special needs please ensure the Programme Manager is aware and the information is included on the Enrolment Form.

### Food and Snacks

An afternoon snack is provided in our After School Club and Holiday Care sessions and is also included in the fee structure. A variety of healthy food choices will be on offer as well as fresh fruit and water. Food is prepared using the food and safety guidelines from the local authorities. The menu will be displayed each week and we welcome suggestions from children and parents.  
 If your child has any allergies or any special food requirements or you do not want your child to participate please include this on the Enrolment Form and advise the Programme Manager who will discuss this with you to ensure your child receives appropriate food at each session of care. At times we may have children with specific food allergies or needs attend our service thus we will notify all families of the foods that will not be able to be used or provided to children. In Holiday Care Programmes families will need to supply their child with morning tea and lunch every day unless indicated otherwise on the programme.

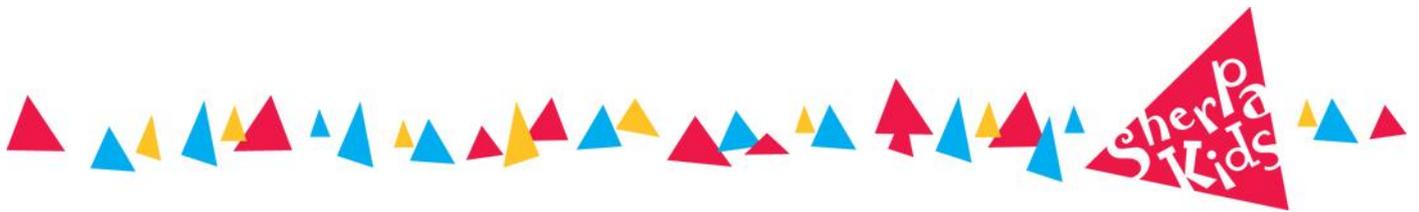
### Visitors and Excursions

We may, at different times, be arranging for people of interest to visit our programme. If you have any objection to your child being involved, please contact the Programme Manager. There will always be a staff member supervising these activities. If someone other than a parent or school representative wishes to visit the programme, this must be arranged with the Programme Manager.  
 From time to time the programme may take children on excursions away from the base site. Parents will be notified prior to the event happening and permission sought. Information will be provided on the nature of the excursion and risk assessments carried out.

### Fees

<b>After School Care</b>	<b>Permanent</b>	<b>£12.00</b>	<b>15.15 to 18.00</b>
	<b>Casual</b>	<b>£13.00</b>	
	<b>(Long session)</b>		
<b>After School Care</b>	<b>Permanent</b>	<b>£6.50</b>	<b>15.15 to 16.30</b>
	<b>Casual</b>	<b>No casual service currently offered</b>	
	<b>(Short session)</b>		
<b>Early School Finish</b>	<b>Permanent</b>	<b>£16.50</b>	<b>14.00 to 18.00</b>
	<b>Casual</b>	<b>£17.50</b>	
<b>Holiday Care</b>	<b>Day Rate</b>	<b>£30.00</b>	<b>07.45 to 18.00</b>

10% discount second sibling  
 15% third and subsequent sibling  
 (Note: sibling discounts for permanent bookings only)



## **ACCOUNTS AND FEES**

### ***Prices***

We will notify you of any changes to prices at least two weeks in advance. Changes to pricing will only be introduced at full term breaks, not mid-term or at half-term and via consultation with the parent community. For latest pricing information ask on-site, by telephone or email.

### ***Bookings and Cancellations***

It is important that any bookings or cancellations are made with plenty of notice to allow us to maintain safe and legal staff ratios.

A **Permanent Booking** is a regular booking made in advance whether for every day of the week or one or more days. Permanent Bookings receive a discount.

A Permanent Booking secures the place for your child for the duration (or remainder) of the school year. **You may cancel your booking, without penalty, by giving two weeks' notice in writing, otherwise full payment is required.**

A **Casual Booking** is when you only require care on an adhoc basis. Any booking made less than two weeks in advance qualifies as a Casual Booking and is charged accordingly (without sibling discount). Cancellation of Casual Bookings requires payment in full.

It is important that any bookings or cancellations are made with plenty of notice to allow us to maintain high quality service, safe and legal staff ratios and adequate resources.

**If you require a last minute booking.** For last minute bookings we will do everything possible to accommodate your request but will not be held responsible if we cannot accept your booking. We must have a completed enrolment form to accept your child.

### ***Permanent Fees***

**Permanent Bookings receive a discounted fee** and a place for your child is guaranteed for the duration of your booking.

You may cancel a permanent booking giving us 2 weeks' written notice of cancellation. You will be charged for all sessions booked which fall within the notice period; this includes times when your child is absent from school.

### ***Casual Fees***

Casual Bookings may be made if space permits but there is no guarantee of placement. You will pay for the sessions booked and there is no right of cancellation.

### ***Cancellation due to industrial action***

Any cancellation caused by industrial action unrelated to Sherpa Kids staff will require payment in full.

### ***Sibling Discount***

If you have more than one child booked to attend Sherpa Kids on a permanent basis, the second child (and subsequent children) receives a discount. The discount rate is 10% for the second child and a 15% discount for the third and subsequent child.

### ***Payment of Permanent Fees and Casual Fees***

We will invoice you for Permanent Bookings for each month in advance. Payment is required upon receipt of invoice. **Method of Payment** - Our preferred method of payment all bookings is by bank transfer to our nominated account. Full account details are provided on your invoice. **We do not accept cash.**



### ***Late and non-payment***

We cannot provide a quality service for the parents and children of the school unless we receive payments on time.

Late payments will incur an interest charge of 5% per day and non-payment will result in notice being given of your child(ren)'s enrolment being cancelled.

Furthermore, if your account remains overdue after 30 days, the sum of the greater of £10 or 10% of the amount overdue (to a maximum of £100), will be levied for administration fees and will become immediately due and payable and may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress.

**No Refunds** are given for cancellations unless two weeks' notice has been provided.

If there are difficulties in meeting payment of fees, please contact us immediately so that alternative arrangements can be negotiated. Late payments may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress. We prefer a friendly settlement to alternative courses of action, but will seek all monies owed, including seeking legal redress.

### ***Childcare Vouchers and Tax Credits***

Our programme is registered with Ofsted. Being Ofsted registered allows us to support various voucher payment schemes and other central and local Government initiatives to help meet your childcare needs. Further information is available from the Programme Manager / Programme Owner, but please respect that we are only able to offer guidance and not final decisions relating to eligibility.

### ***Payment Disputes***

Should there be a dispute over payments received or not received, Sherpa Kids will provide statements to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated place. Where this cannot be provided the parent will be required to complete payment to Sherpa Kids.

### ***Account Queries***

**Any queries regarding your account or payment of fees must be made to Sherpa Kids Programme Manager – [burleighcheshuntps@sherpakids.co.uk](mailto:burleighcheshuntps@sherpakids.co.uk)**

