

## **WRAPAROUND CARE (BREAKFAST CLUB AND AFTER-SCHOOL CLUB PROVISION)**

### **TERMS AND CONDITIONS**

- Regular sessions must be booked in advance through Google forms and the charges for these will be issued via invoice on a half-termly basis, at the beginning of each half term. Families should contact the office to request the Google form link
- Half a term's notice must be made in writing by emailing [finance@hendreds.oxon.sch.uk](mailto:finance@hendreds.oxon.sch.uk) should you wish to cancel or amend your child's booking.
- We are unable to accommodate the cancellation or swapping of days, but it may be feasible to book additional "ad hoc" sessions, subject to availability; ad hoc bookings must be agreed and paid for at the point of booking through MCAS.
- Unfortunately, we cannot issue refunds/credits for booked sessions (whether this be through Google Forms or MCAS should you change your mind about your child attending on any particular day or if your child is unable to attend their booked session due to them being absent from school (including incidents of illness) as they are occupying a place that otherwise could have been offered to another child. If you consider there to be mitigating circumstances preventing your child from attending, please send an email to the office and we will review your request on a case-by-case basis; if it is agreed by the Headteacher that there were extenuating circumstances preventing your child from attending, a credit to your next invoice may be applied.
- In the event of an unexpected school closure (e.g. severe weather, pandemic), a credit will be applied to your next invoice.
- If your child is on a residential trip that coincides with a day or days that they would usually be accessing our wraparound service, you will not be charged for the relevant sessions.
- Fees will be reviewed on an annual basis, and families will receive written notification of any changes, at least one month in advance.
- If payment for the half-termly invoice is not received within 30 days of issue, a reminder letter will be sent; if fees remain unpaid after 7 days of the first reminder, a second reminder will be sent and you will be prevented from booking any further sessions until payment has been made in full. Similarly, any future-dated sessions that you have booked but not yet been invoiced for will be suspended. If invoices remain unpaid 7 days after the 2<sup>nd</sup> reminder has been issued, we will issue a 3<sup>rd</sup> and final reminder and may seek legal advice to implement a formal debt recovery process, the cost of which may be recharged to you.
- It may be possible to set up a payment plan to help spread the cost of wraparound fees- please contact the School Business Manager if this is something you would like to discuss, and a further agreement will be drawn up to confirm such arrangements
- If there is a sudden change in your circumstances and you experience financial difficulties preventing you from paying your invoice, please inform the school office and we will arrange for either the Headteacher or School Business Manager to get in touch with you to discuss your situation further. All requests will be treated sensitively and in the strictest of confidence.