



Candles Club

Terms and Conditions for the After-school Facility held at Heighington CE Primary School

Thank you for enquiring about one or more paid for sessions at Candles. These sessions are offered as a service to parents and we endeavour to keep charges to a minimum. Staffing costs are the single largest cost and these are determined by the number of children attending.

To maintain this facility, it is essential that the attendees are known in advance so that the correct staffing ratios are maintained. It also means that a non-attendance fee will be charged if short notice changes are requested and there will be an admin charge for minor changes.

Please read this document carefully.

The offer of a place is made subject to the following conditions:

- 1) Candles/school will accept full responsibility for the provision of a safe, secure and supervised environment.
- 2) The parent/carer will notify Candles of any issues that may impact upon the child's welfare whilst in attendance. For instance, minor illness or the necessity to administer a prescribed medicine.
- 3) The parent/carer accepts the charges and terms below and will pay the appropriate charge in full.
- 4) The parent/carer will ensure Candles staff are aware of who will collect their child if it is a person unknown to staff.

Terms

1. Candles will maintain a register of attendance.
2. The school will provide suitable qualified staff in accordance with EYFS/Ofsted guidance.
3. The school will provide suitable dining arrangements.
4. All school policies apply.
5. Candles/school accepts no responsibility for the loss or damage of personal items.

Payment

Session Charges – new from September 2024

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| Morning session 07:30 - 08:40 including a light breakfast | £5.50 |
| Morning session 07:30 - 08:40 without breakfast | £4.50 |
| Morning session 08:30 - 08:40 | £1.50 |
| Afternoon session 15:10 - 16:10 including a snack | £5.50 |
| Afternoon session 15:10 - 17:00 including a snack | £7.00 |
| Afternoon session 15:10 - 17:50 including a snack | £9.00 |

We offer a sibling discount for the full £9 session of 50p per child.

After-school activities – for a child who attends Candles having completed a school organised after school activity, charges will apply as above for one hour £5.50 and over one hour £7.00.

Late Collection

Late collection 5.50pm - 6pm is £5 then £5 for every 5minutes. This charge is to cover the cost of two staff remaining beyond their normal working hours and is not a penalty cost.

Please notify Candles of any cancellation in writing, (addressed FAO Candles) by email (office@heighingtonprimary.co.uk). Please try to give at least 5 full working days notice of cancellation.

The above conditions apply to all paid sessions



Payments

Sessions used at Candles will be added to your ParentPay daily. Please note that you will **not** receive an invoice.

Payment is to be made through ParentPay. You are also able to use an approved voucher scheme. Cash or cheques are no longer accepted at school.

Non-payment

Reminders will be sent each month, if payment has not been received within 20 working days of this a further reminder will be sent with a further 5 days for settlement from the date of the reminder – all bookings will be marked as provisional. If payment is then not received by the end of the five day period all further bookings will be cancelled and you will be notified that your child will no longer be able to attend Candles until a payment has been received.

Emergency Contacts

Candles will use the details that we hold in school for emergency contacts. Please ensure that these are kept up to date. You can view contact details on our Parents App. For more information on the app, please contact the school office.

Complaints

It is our practice to address complaints and ideally to seek an immediate resolution. If this is not possible please follow the published Complaints Procedure on the website (www.heighingtonceprimary.org.uk).