



TERMS AND CONDITIONS

Operating Days and Times

Willow Garden Wrap Around is available during term times only. We operate from 8am to 8.50am Monday to Fridays, and 3.30pm to 6pm (with the exception of bank holidays).

Fees

Fees are reviewed annually on 1st September.

Fees are calculated on the number of sessions booked during the month.

Absences

Please telephone or e-mail the Willow Garden Supervisor if your child will not be attending a booked session.

Full fees are applicable for any absences (including sickness and holidays)

Advance Booking

Advance booking is defined as booking a term or half term in advance. To qualify for the advance booking rate you must have made your booking by the end of the first week of term.

Pay As You Go

There are a small number of spaces available at short notice and these are charged at a higher rate. These spaces can only be booked by telephoning or e-mailing Willow Garden. If a booking is made on the day then payment must be made when booking, or on collection of the child/ren.

Meals

Breakfast Club: Breakfast will be available between 8am - 8.30am

Tea-time Clubs: A light tea-time snack will be available between 4.30pm - 5pm.

Collection

You must provide us with the names and contact details of any adults authorised to collect your child/ren. Children must be signed out by the adult collecting them. If a situation arises in which your child/ren have to be collected by an adult who is not on your authorised adult list a password system will operate.

Late Collection

Willow Garden operates a strict 'on time' collection policy. A fee of £10 will be charged in the event of late collection. If the child/ren has not been collected by 6.30pm and additional £25 fee will be charged (making a total of £35). Please let us know as soon as possible if you know you are going to be late so that we can arrange for staff to remain in school.

Late Payment

Invoices are sent out one month in advance and must be paid in full by the first day of the month to which they refer. There is an automatic charge of £10 levied if payment is made after this date. Non-payment of fees will result in a request from us that you to remove your child/ren from Willow Garden Wrap Around. Access to Willow Garden will be then be denied until such a time as all outstanding payments are met.

Notice Period

We require one month's written notice should you no longer need a place at Willow Garden Wrap Around. Failure to provide one month's written notice may result in charges for sessions already booked.

Childcare Vouchers

If you wish to pay for Willow Garden Wrap Around using a Childcare Voucher Scheme please contact the office.

Conditions of Admission

1) You will be invoiced by the 5th of the month for the following month's fees. These are payable, by cash or cheque payment, by the first day of the month to which they refer. 2) Willow Garden Wrap Around reserves the right to require the removal of a child/ren from any of the clubs. 3) All Woodbridge Primary School policies apply.

Contacts

E-mail: willow.garden@woodbridgeprimary.suffolk.sch.uk
Willow Garden Duty Supervisor: 07516 436197

For invoice enquires please contact Belinda on 01394 382516.

All aspects of this service will be reviewed on 1st September, 2014.