

1. Who we are

Our aim at The Gap Club Ltd, (also referred to as TGCL or The Gap Club), is to create a stimulating and engaging environment where children have the freedom to explore and learn through creativity, imagination and play.

The Gap Club is an established childcare provider who aims to bridge the 'Gap' before and after school in term time, and during holiday periods with an exciting, innovative and fun play curriculum packed with challenges and experiential learning for your child/ren. We are an OFSTED 'Outstanding' and 'Good' provider with a proven track record for delivering high quality exceptional care for your child. Our focus is to ensure your child's stay with us is unique, personable and embedded in an experience that is 'more than just fun' and we deliver 'more than just a service' to you. Your child will feel safe and secure in a family friendly happy environment in which they will grow and develop.

From the moment you book with us to the time you collect your child we want you to be completely satisfied with all aspects of our care. We have high expectations of our children and staff and look forward to you joining us in our aim for excellence. Our terms and conditions are set out below, outlining what you can expect from us and what we expect from you.

Our services include After School, Holiday & Breakfast Clubs.

If you have any questions regarding our terms and conditions please call 07854 078728 or email us on office@thegapclub.com.

2. Booking Procedures

- 2.1 All booking related queries or enquiries should be made to bookings@thegapclub.com. All general enquiries should be made to our Head Office, via email to office@thegapclub.com. Alternatively, feel free to contact any member of staff at one of our settings or contact head office on 07854 078728 and they will happily assist where possible.
- 2.2 All bookings must be performed by parents using the online booking system, and where parents have raised an enquiry, we will send out the parent guides which will help navigate the process of online registration, booking and then payment.
- 2.3 New parents making enquiries, will receive our welcome pack containing all the necessary starter information and links to documentation and guides for our online registration and booking system.
- 2.4 By completing the registration on our online registration and booking system you are agreeing to and accepting The Gap Club terms and conditions and privacy policy.
- 2.5 The terms and conditions being agreed include you declaring your agreement to the Parent Declaration and Child Behaviour Declaration.
- 2.6 In the interest of fairness for all parents/guardians, payments must be made for ALL booking requests/reservations, even if there is non-attendance. This is to prevent parents reserving places that could be made available for others.
- 2.7 By making a booking, (i.e. reserving a place), parents/guardians are agreeing that they will make payment for the booking in **ALL** circumstances, even if the child(ren) do not attend, they chose to cancel or even if the booking is NOT confirmed by The Gap Club.
- 2.8 To enable us the opportunity to prepare for your child's first sessions at The Gap Club and to ensure the staff are equipped with the knowledge and understanding to support your child during their transition into The Gap Club we require a **minimum of 5 working days to process your 'Registration' application, when a contract is being requested.**
- 2.9 **Regular (i.e. Ad hoc)** booking requests have a status of 'Awaiting Payment', (also referred to as Reserved) until full payment has been made. Once payment has been received the booking status is changed to 'Paid', the booking is confirmed and parents are notified via email.
- 2.10 **Contract** booking requests will have an initial status of 'Pending Approval'. Once The Gap Club Bookings Team accept the contract, the booking status changes to 'Approved' and the contract is then confirmed. Parents must make payment for this in advance of the childcare sessions commencing. Please refer to section on **Payments** for further details.

- 2.11 Ad-hoc bookings are subject to availability, and once reserved a place is allocated. Reserved places that do not get confirmed, (i.e. payment not received within 48 hours of the booking date or prior to the session date if that is earlier), may be cancelled by the Bookings Team in the interest of fairness to all parents.
- 2.12 Early booking discounts and special offers are available at various times throughout the year, please check our website and social media for details. Sibling discounts are also available, please contact us for further details.
- 2.13 All bookings are subject to periodic price reviews and subsequent increases.
- 2.14 Once a booking request is made and the booking is 'Reserved' (either ad-hoc booking or contract), payment must be made in advance of the booked session date.
- 2.15 **Regular (i.e. Ad hoc) Booking procedure for: Holiday Clubs and After School/Breakfast Club**
- In order to secure and guarantee your After School, Breakfast or Holiday Club place:
 - Please register and request a **booking** using the online registration & booking system and selecting the **Bookings** Tab.
 - An email notification of the booking request will be sent to you (your place is in a pending, i.e. reserved/awaiting payment status).
 - Full payment for the booking must be made within 48 hours of booking or prior to the session start date if the session start date is earlier. Payment can be made by employer voucher scheme, tax-free childcare or BACS by ensuring monies are transferred to The Gap Club Ltd.
 - Session places are on first come first serve basis and only confirmed once payment is received.
 - If full payment has not been received by the specified date your booking will not be guaranteed and you will lose your place. Should you wish to re-book, you may do so, subject to availability however please be aware that your booking may be charged at the higher 'late' booking rate.
 - Please ensure all details on your booking including venue, sessions and times are correct and any dietary/additional/wellbeing needs have been highlighted.
 - We operate a 'NO SWAPS' and 'NO REFUND' policy.
- 2.16 **Contract Booking procedure for: After School/Breakfast Clubs**
- To confirm and guarantee your After-School Club or Breakfast Club place:
 - Please register and request a **contract** using the online registration & booking system selecting the **Contract** Tab.
 - Your contract is in a pending state and will be reviewed by the Bookings Team to ensure places are available at times requested for duration of the contract.
 - The Bookings Team will confirm and approve the contract in the system.
 - Upon confirmation of the contract the agreement is finalised, and payments will be due for the duration of the contracted term.
 - Parents will be notified of contract approval.
 - Invoices will be issued for the term and must be paid in full by the close of business on the last working day of the invoice issuing month and prior to the 1st session that the invoice covers.
 - Contracts automatically renew termly (typically 6 week period), so please ensure the bookings and dates you make are correct.
 - Contracted bookings repeat termly, so there is no need to rebook unless you need to change days and/or times.
 - We operate a 'NO SWAPS' and 'NO REFUND' policy.
- 2.17 **Late Regular (i.e. Ad hoc) Booking procedure for: Holiday Clubs and After School/Breakfast Club**
- Once the bookings period has closed for a setting, 'late bookings' may be taken but will include a late booking fee, per day, per child, contact us for late booking requests.
 - We operate a 'NO SWAPS' and 'NO REFUND' policy.
- 2.18 **Non-Attendance for Bookings (Ad-hoc or Contract)**

- In the interest of fairness for all parents/guardians, payments must be made for ALL reservations, even if there is non-attendance. This is to avoid places being reserved that could be made available for others.
- By registering and creating a booking, (i.e. reserving a place), parents/guardians are entering a contract with the Gap Club for the reservation, and therefore payment for the reserved place must be made in **ALL** circumstances, including but not limited to:
 - Payment not made within the payment term period (see section **Payments** for further details)
 - No-show, cancellation prior to the session commencing
 - The Gap Club does not confirm the booking, as no payment received within expected time
- We operate a 'NO SWAPS' and 'NO REFUND' policy.

2.19 **Sitters Bookings procedure** (NEW service coming soon!)

3. Payments

- 3.1 Registration and a booking reservation confirm your acceptance of the booking terms and conditions, privacy policy and reserves a place. The reservation must be paid for in **ALL** circumstances
- 3.2 Full payment of a reserved booking confirms the booking and secures the place(s).
- 3.3 When paying by employer voucher scheme, if the salary sacrifice does not take place until the end of the month please ensure you are one month in hand, as payments for contracts must be in advance of the term and paid by the first of each month in said term.
- 3.4 Payments for ad-hoc bookings must be at time of booking and be received by us within 48 hours of booking reservation and before the session start date. For Payments not received for a reservation in time, payment **MUST** still be made in accordance with the Terms & Conditions, which require payment for **ALL** bookings (i.e. reservations).
- 3.5 The Gap Club accepts payment for fees by employer/childcare voucher schemes, tax-free childcare, BACS payment or a mix of the above. Online payment should be made to: The Gap Club Ltd, Sort Code: 20-11-74 Account number: 93777278. Debit card payments are also accepted to allow parents to make bookings and payment before any sessions commence.
- 3.6 Childcare vouchers and tax-free childcare can only be redeemed against childcare fees. Any administrative costs/fees cannot be paid for using childcare vouchers.
- 3.7 Payments for late fees, trips and extras (e.g. events and visitors) must be via BACS or Debit card
- 3.8 **Regular (i.e. Ad hoc) Booking Payments procedure for: Holiday Clubs and After School/Breakfast Clubs**
- Your booking is only **confirmed** once we've received FULL payment via BACS and/or confirmation of the payment from the tax-free childcare or childcare voucher provider. This must be paid in advance of your first session, and within 48 hours of booking.
 - Bookings for which payment has not been received will be cancelled by the Bookings Team, however full payment must be paid in accordance with the Terms and Conditions
- 3.9 **Contract Booking Payments procedure for: After School/Breakfast Clubs**
- Invoices will be issued 10 days before the end of the month for the next month's booking and must be paid in full.
 - Fees must be paid in full by the close of business on the last working day of the invoice issuing month and prior to the 1st session that the invoice covers.
 - Full Invoice payments NOT received by the close of business at the end of the month will have £10 late charge added to the account and receive notification of the late charge.
 - Full payment for both the invoice and late charge must be made in full prior to any attendance at The Gap Club, as your childcare place will be subject to cancellation or you may be turned away at the club by the Bookings Team if full payment is not received prior.
 - If accounts are still not cleared The Gap Club will initiate its 'debt retrieval process' and childcare will be suspended, as the parent is in breach of these contract terms.

3.10 **Late/Extra Charges Payment procedure for: Holiday Clubs and After School/Breakfast Club**

- Extra charges can be incurred for the following types of activities:
 - Trips
 - Extra activities
 - Late collection charge
 - Late payment charge
- For any extra charges due, payment must be made within 24 hours of notification, to avoid service suspension. In addition, the payment must be prior to the session/trip or activity starting and/or by 10:00am the following day, whichever is earlier.
- Failure to make payment within 24 hours of an extra charge and prior to the session/trip or activity starting and/or by 10:00am the following day, whichever is earlier is against the terms and conditions and can lead to immediate suspension of your childcare services.

3.11 **Debt Collection Process**

- This process is initiated if full payment of fees is not received by the close of business on the last working day of the month, and prior to the sessions commencing.
- Childcare places are not secure and not confirmed if full payment has not been received in advance of session start.
- A courtesy reminder letter of fees due is sent automatically by the booking software a few days post invoice run and further reminders will be sent as follows:
 - **Reminder One** – Payment for your month fees has not been received. A £10 late payment fee will be added to your account and you must make payment to clear your account with 24 hours and prior to the next session and by 10:00am on the session day to avoid suspension of childcare.
 - **Reminder Two** – Payment for your month fees has still not been received. You will be issued with a 24 hour notice of suspension of childcare and must make immediate payment to clear your account in full to avoid any further action.
 - **Reminder Three** – We have not received payment for the outstanding balance and charges on your account since your booking/invoice, therefore your childcare place will be suspended. In accordance with our Terms and Conditions your details will be forwarded to our debt retrieval company and our solicitors to ensure payments due are made. Contact must be made with us to make payment/s and/or to discuss, so the matter is resolved effectively.

3.12 **Sitters Service Payments Procedure (Coming Soon)**

4. **Cancellations/Absence**

- 4.1 Parents must notify the setting (After School/Breakfast or Holiday Club) by telephone or in writing (email is acceptable) if their child is going to be absent, stating child's full name and contact details. Unfortunately, no refund or session swap will be given for non-attendance. In addition, if the absence is due to illness, parents must inform the club of the nature of the illness.
- 4.2 Due to unforeseen circumstances, there may be occasions where we must cancel or amend dates, activities, scheduled programs, services, venues, trips, visitors and swimming. We will try to give as much notice as possible and offer alternative options if available. No refunds or credit notes will be issued in these situations.
- 4.3 Cancellations due to serious illness/injury may be partially refunded at The Gap Clubs' discretion.
- 4.4 **Cancel bookings for Holiday, After School/Breakfast Clubs:**
- Please get in touch with your club directly to report an absence/cancellation immediately prior to the session starting, and email office@thegapclub.com to notify them of the absence/cancellation.
 - To terminate your contract or make a permanent change we require written notice, 4 weeks in advance of any termination or change.

- If you have booked multiple children or weeks you may have received an additional discount for this at the time of booking e.g. sibling /week discounts. If you then cancel one or more of these, you may no longer qualify for the additional discount - the price for the remaining booking will be adjusted to the normal booking rate at the time of cancellation.
- We operate a NO SWAP policy for sessions, therefore we do not refund missed/absent sessions. All bookings (i.e. reservations), must be paid for.
- Cancellation or booking changes are at The Gap Clubs discretion, therefore please ensure your bookings and times are correct, prior to making your booking.

5. Collection Policy/Late Collection charges

- 5.1 At drop off and collection times, parents must sign in their children (on arrival) and sign out (before collecting children) at the end of the day. Staff may also sign in and out your child post identification checks. In line with our safeguarding policy, we request parents/carers to wait in the designated collection point where your child/ren will be brought to you. Children must not be left unattended.
- 5.2 We will only release a child in to the care of a permitted adult as detailed on the child's registration form. This will be on the confirmation of the child's password with the collector.
- 5.3 If a new collector will be collecting, The Gap Club will need written notice in advance, and the collector will need to confirm the password.
- 5.4 Late collections will incur a £7.50 charge per 15-minute period (at ANY of our clubs) after your booking session time. Late charges will be added to your fees and must be paid in full prior to further bookings.
- 5.5 We operate with a sense of good will, but persistent late collections may result in registration being terminated.

6. Welfare & Health and Safety

- 6.1 Staff have appropriate health and safety training and the necessary requirement for Paediatric First Aid Trained Staff is maintained at all venues. Please see our Health and Safety Policy and Medicines Policy for further detail.
- 6.2 In line with HSE, our settings comply with local authority and national safety regulations. As part of our routine operational practices, health and safety inspections take place daily. Risk assessments are in place. Periodic inspections are also carried out by the local environmental health department.
- 6.3 Fire and emergency evacuations are practiced with the children on a scheduled and impromptu basis. The outcomes of these are displayed on the clubs notice boards.
- 6.4 All settings have the appropriate certification in Food Hygiene Level 2 and adhere to the requirements of the Safer Food Better Business Manual, under The Food Standards Act 1990.
- 6.5 All children are welcome at The Gap Club so we may have children with severe allergies in particular nuts. It is the responsibility of all individuals to ensure their welfare and safety is paramount, so we ask you please NOT to pack or bring in any NUTS or products containing NUTS into the setting.
- 6.6 We also ask your support to promote healthy eating choices when packing lunches.
- 6.7 Parents must notify the club of any conditions that may affect their child (medical, allergies including any sensitivities to plasters, antiseptic wipes and gel, behavioural, learning and development or special and additional needs). It is paramount that full information is shared with The Gap Club to ensure your child's experience is a happy one; otherwise we may have to restrict or refuse your child from taking part in the service/activity/attending the club. In such situations where full information has not been disclosed, no refund or credit note will be issued.
- 6.8 Parents must provide their child with their own, labelled bottle of sun cream.
- 6.9 Lead behaviour and inclusion officers are in place within the company and settings to ensure consistency and transparency in matters especially in the event of any expulsions from The Gap Club.
- 6.10 We are a play setting and will encourage children to take part in play opportunities that challenge and develop them, sometimes these will stretch their capacity and contain an element of risk (please see our Play Policy). As the safety and security of our children is paramount, we conduct regular risk benefit analysis of our activities and settings to ensure children safely develop through a diverse and challenging play environment.

- 6.11 Certain contagious illnesses will require children to be kept at home/excluded from the setting such as diarrhoea, vomiting, fever over 37c, chicken pox, measles etc. Please contact The Gap Club Head Office at office@thegapclub.com for specific information.
- 6.12 If a child is ill whilst at the club with a contagious illness, parents will be contacted to collect their child.
- 6.13 Please see our Medicines Policy or seek advice from the team regarding the administration of prescribed medication at The Gap Club. Consent will be required from the parents/carers. We do not administer non-prescribed medication, unless the lack of administration of the medication will adversely affect the health and well-being of the child (e.g. Eczema creams, piriton liquid for anaphylaxis). In these situations, written consent will be in place from the parents.
- 6.14 If your child requires the use of an Epipen/Anapen – to comply with our insurance requirements, please contact the club prior to booking as additional paperwork for the club and from your doctor is essential BEFORE your child can register with us. It is the parent's responsibility to keep the club's medical information record and appliances for their child up to date.
- 6.15 Our Safeguarding Policy is fundamental to our health and safety procedures. We do not tolerate any form of abuse towards a child, staff member, visitor, parent, school staff or other stakeholder on our premises.

7. Safeguarding

- 7.1 Our Safeguarding policy is available on site and contained in our policies and procedures. The Gap Club has a duty of care to comply with this policy if it suspects a child has been the subject of abuse or a child has made a disclosure about abuse or neglect. We will report any incidents of abuse or neglect to the relevant authorities and have a legal duty to communicate and seek support with other professionals. All efforts will be made to work with you and seek your consent before we contact the relevant authorities. This does not apply in situations of significant harm. We expect and train all of our staff to be vigilant and up to date on all safeguarding matters including prevent. Designated Safeguarding Leads are experienced and highly trained in all areas of safeguarding including if need be staff referrals to LADO.

8. Transport/Walking Escorts

8.1 For Breakfast and After School Clubs Only

- By using our Breakfast Club's drop off service or After School Club's collection service you are consenting to the use of a variety of collection methods such as walking buses, senior staff personal cars, taxi's and Mini-Bus transport.
- All vehicles are fully insured, service history and MOT checked and fitted with seat belts. All staff and walkers are employed/recruited and selected by The Gap Club using our thorough personnel practices and are all DBS checked. Security information and identification details will be provided to the schools in line with The Gap Club's registration and collection procedures to ensure they are always aware of staff with permission to collect the children. This documentation as well as emergency contact details for parents is regularly reviewed and updated.
- The Gap Club welcomes all children from all areas but is unable to provide a child collect/drop service from school to the settings for children from other schools outside its local catchment.

9. Trips/Property

- 9.1 We hold many exciting trips as part of our holiday club experience. We occasionally hold local trips for our after-school clubs too. All venues are risk assessed beforehand and staff to child ratios are reduced to add an extra layer of comfort and security. All trips must be booked and paid for in advance and require a consent form to be completed. Any cancellations to booked trips or visitor workshops cannot be refunded.
- 9.2 The Gap Club does not take responsibility/liability for any damage to a child's personal property. Whilst we take care to minimise damage to clothing we cannot guarantee a child will not get their clothes dirty. Active play includes experiencing new concepts and exploring. Please dress your child appropriately for an active day of fun.

- 9.3 The Gap Club does not take responsibility/liability for any loss of personal or expensive personal belongings. Please ensure electronic equipment/game consoles with in-built cameras are NOT used at the club as this is against our Safeguarding Policy.

10. Expulsion

- 10.1 The Gap Club has a strict Behaviour Policy which we enforce unilaterally and equitably. Our guiding principles are to adopt a positive behaviour strategy encouraging children to take responsibility and accountability for their actions. We have high expectations of the children and lead by example. Despite these actions, if a child's behaviour continues to be disruptive and compromises the atmosphere and welfare of others and themselves then The Gap Club reserves the right to exclude or refuse the child from the setting without notice. We aim to have an open and honest dialogue with our parent's should we reach this point so that there are no surprises and everyone is on the same page. Collaborative working with an agreed action plan between child/parent/school and The Gap Club to resolve persistent and/or acute disruptive behaviour will support us not reaching this point.
- 10.2 No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

11. Enforced Venue Closure

- 11.1 Situations may arise when external factors such as bad weather (e.g. floods, snow), fire, lack of premises (e.g. unsafe, faults in building or operational faults), health (infectious breakout) or school closure (e.g. strike) prevents a venue opening or planned activity taking place. Parents will be notified as soon as is practical. We will take advice from the relevant regulatory authority. Fees will be charged in line with our Enforced Closure Policy, available upon request.
- 11.2 As part of our commitment to ensure a continuous service to our parents, our emergency planning will include plans to continue our service at another local venue (nearest to base setting) in circumstances where our base school is closed. This may require transporting the children in a safe way. Where we remain open and are still able to provide a service, even if it is at another venue, fees will still be due in full.

12. Covid-19/Pandemic

- 12.1 In the event external factors, such as Covid-19 pandemic causes adaptations and restrictions to our service imposed by the government, DoFE, Schools or other governing bodies the following conditions for section 12.x apply and supersede other clauses above.
- 12.2 When making bookings during this time parents are encouraged to note that whilst we are confident with our practice and procedures, your chosen venue may be unable to open/ be available to us, we are unable to offer you the sessions you have booked, or government guidelines effect the operation of our service limiting either us opening or working with capped numbers and with priority schemes in place to meet criteria imposed. Please take this into account when booking. In these events, we will issue a credit note for paid unused sessions that had to be cancelled, due to covid-19 related factors.
- 12.3 Government restrictions and guidelines imposed during the pandemic has necessitated the need for revised Covid-19 booking terms, procedures and instructions to parents. Such additional instructions will be published on our website and/or booking system and will be clearly labelled (see Covid-19 FAQ and Parent Agreement Updates). Where parents fail to comply to these additional terms of booking this may result in cancelled booking and fees. In such circumstance, the No-refund policy will take place.
- 12.4 Current government protective measures for childcare and education settings require protocols in place to minimise the risk of transmission of the virus to children, parents, staff and other individuals, but this cannot be fully eliminated as external factors may still cause attendees at the Gap Club to show symptoms of Covid-19 or be asymptomatic with it. Using the government Covid-19 testing programme to confirm symptoms and the Test Trace and Isolate procedure to identify contacts will strengthen the eradication response. For identified symptomatic cases, we will follow the latest government and NHS guidance on isolation and identification of contacts. This will/ may result in affected individuals (staff or children) isolating (self or

household) and unable to attend the settings. PHE will advise us on their risk assessments and procedures in the event of a positive case. The period of exclusion will depend on test results and up to date guidance at the time. In these circumstances, The Gap Club will follow our No-Refund policy, but at its discretion and circumstances offer a credit note for part of the fees.

12.5 To allow parents to make bookings they must agree to these Terms and conditions and the Parent Agreement.

13. Confidentiality/Data Protection

- 13.1 The Gap Club Ltd is registered under the Data Protection Act and acts as a Data Controller for this act. We will treat the information about you and your child as confidential. We need to collect data, personal and financial information during your registration and booking process. It is the parent/carer responsibility to ensure that you have the necessary permission to pass on the personal details of all the children and adults that are registered in your booking arrangement.
- 13.2 The Gap Club respects your personal data and rights in accordance with the EU General Data Protection Regulation.
- 13.3 By registering and making bookings at our settings, you are accepting these terms & conditions and our data privacy policy.

14. Insurance

- 14.1 The Gap Club Ltd Public Liability Insurance certificate is displayed on the clubs notice board. Insurer – Pre-School Learning Alliance, under writers Royal Sun Alliance.

15. Liability

- 15.1 The Gap Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

16. Policies and Procedures

- 16.1 Our policies and procedures are available on request, please email office@thegapclub.com. Copies are available at all venues.

17. Feedback

- 17.1 Our team wants to ensure your child has a fun packed, enjoyable and stimulating experience giving you 'Peace of Mind'. We welcome suggestions and feedback to help us improve and will seek your support to improve our customer experience through questionnaires such as Survey Monkey and in-store forms. Please also speak freely to any member of staff who will be able to act on your query straightaway or at a time that suits you to hopefully resolve matters. If you feel your concern needs further action, please feel free to write to the Customer Service Manager at office@thegapclub.com in the first instance. You may at any time during this process or in the unlikely event that your concern has not been resolved contact Ofsted on the details below:

Office of Standards in Education (OFSTED)
Piccadilly Gate
Store Street,
Manchester, M1 2WD
Website: www.ofsted.gov.uk
Tel: 0300 123 1231 - general helpline

Tel: 0300 123 4666 – early years complaints helpline

Changes to the Terms & Conditions

We keep this notice under regular review and reserve the right to change the terms and conditions as required. You will be notified of any changes where appropriate.

18. Parent Declaration

By agreeing to the terms and conditions you the Parent/Carer are declaring that you agree the following conditions:

- You have read and fully understand The Gap Club's Terms & Conditions, and you agree to abide by them.
- You consent for your child/children to attend The Gap Club, You understand that The Gap Club has policies and procedures (which have been made available to you), and that there are expectations and obligations relating both to The Gap Club, yourself and to your child/ren, and you agree to abide by them.
- You will endeavour to inform The Gap Club about the individual needs and aspirations of your child/ren, so that we can work together to make his/her time away from you as happy and stimulating as possible and to ensure an effective transition for your child into the setting.
- We see you as our critical friend helping us achieve higher standards. You will support and work in partnership with The Gap Club, to ensure the setting delivers excellent standards of care, continuously challenging itself to achieve higher ambitions and standards in out of school childcare. Effective communication between all parties is key.
- Although play environments look busy, we ask you to communicate with us regularly to discuss any issues or concerns. An appointment can be made to discuss matters in detail, but we are always willing to chat & discuss your child's day with you at the time.
- You will support multi-agency working including liaising with the primary provider and enabling effective relations with your child's Key Person under the requirements of the EYFS (where applicable).
- You will provide all required data on your child's registration form including adequate information regarding authorised collectors/security passwords and any medical/dietary needs. It is your responsibility to update The Gap Club of any changes to any information regarding your child/ren.
- If you do not collect your child by the setting's closure time stated, and The Gap Club has been unable to make contact with you or your emergency contacts, you understand that The Gap Club will enforce its **Un-collected Children Policy & Safeguarding Policy** and contact the appropriate Social Care team.
- You will ensure that anyone associated with and including yourself, abides by the **Safeguarding Policy**, ensuring that you do not gain entry to the club through any unauthorised areas, or let any other unauthorised individual gain entry and be security conscious when exiting the premises as well as ensuring collectors have the correct password. Written notice must be supplied to The Gap Club if collectors change.
- In line with our Safeguarding Policy, you and any other collector on your behalf will not use your mobile phone on-site unless in an emergency. Please inform The Gap Club if you need to use your phone in an emergency and will take appropriate action.
- You are aware of The Gap Club's **Complaints Policy** and **Whistleblowing Policy** and the appropriate process to follow if you wish to make a complaint regarding the provision.
- You have read The Gap Club's **Behaviour Agreement**, agree to its Terms & Conditions and have signed and returned the declaration accordingly.
- You understand that any form of abuse, intimidation, harassment and/or aggressive behaviour towards any staff, child, visitor or stakeholder connected with The Gap Club will not be tolerated, and that appropriate action will be taken.

19. Parents Child Behaviour Agreement Declaration

- 19.1 The parent/carer is declaring that they have ensured that their child understands this children's agreement and confirmed that they will abide with these conditions.
- 19.2 Each child promises that they will:
- Look after and respect each other and be safe.
 - Treat others honestly and fairly.
 - Be friendly, helpful, polite, kind and considerate to each other.
 - Treat others the way you want to be treated yourselves.
 - Share and listen to what others have to say.
 - Welcome other people to the club and make them feel included and important.
 - Be proud and acknowledge all achievements at the Club.
 - Use kind hands, feet and words.
 - Take responsibility for their own behaviour.
 - Look after and respect all the equipment at the club including school property and personal items.
 - Understand that poor behaviour is not accepted and will follow the club's behaviour rules and processes.
 - Understand that whilst every child is unique and will develop at their own pace, all children have the right to be treated fairly, with respect and should be encouraged to develop innate confidence in their individuality and personality without any fear of recrimination, intimidation or suppression. Poor and disruptive behaviour carries consequences.