

Fun Lodge Ltd Terms and Conditions

Registration

- 1) A registration form will be completed for each child and an annual registration fee will be paid. Once paid the Parent/ Carer of that child will become a member of Fun Lodge Ltd with voting rights at an AGM. A member shall also have priority for places for their child/children during our holiday playschemes.

Fees and Payment Procedures

- 2) Fees will be paid as follows:

Annual Registration Fee	£12.50
Term Time Session Rate (2pm- 6pm)	£11 per session
In Service Days and Holiday Club Days (8am – 6pm)	£32 per day
Occasional service users (less than one session per month)	
a one-off registration fee	£12.50
Session rate	£12

- 3) Fees will be reviewed in January of each year.
- 4) Fees will be paid by the 14th of each month. Failure to do so will incur a Late Payment Fee of £5 per week.
- 5) Payment in arrears for more than 2 months may result in the service being withdrawn. Reinstatement may mean going to the bottom of a waiting list and you will be required to re-register your child and pay the appropriate registration fee.
- 6) Parents/Carers wishing financial assistance should approach the service Manager or Treasurer. This will be confidential.
- 7) In the event that a child is likely to be absent through illness for a prolonged period, the full rate will apply for one week only, and thereafter their place will be held without charge until their return. Parents are requested to give one week's notice of their intention to return the child to the service."
- 8) By signing this document, you are agreeing to a term time contract. This means payment for the full term will be paid on a monthly basis by cash, direct debit, childcare voucher schemes or agreed alternative payment method. Terms are considered as running August- December and January-June. If you wish to withdraw a child before the end of term, you are required to give 1 months' notice in writing. Full payment for that term will apply unless there are extenuating circumstances.

- 9) People who wish to use the service on an ad hoc basis will be required to register the child and pay the registration fee after which they will be accommodated if places are available.
- 10) Fun Lodge will endeavour to provide a flexible service to meet the needs of parents and carers. Where possible, provision will be made to accommodate flexible and changing needs of service users, so long as there is sufficient staff capacity available to meet required ratios and sufficient notice is given.

Opening Hours

- 11) Fun Lodge will operate during term time from 2pm – 6pm Monday – Friday.
During holiday play schemes operational times will be 8am – 6pm Monday – Friday.
In service days will run as required.

Collection procedures and contact details

- 12) Fun Lodge staff will collect children from their school at designated meeting points on the days the child is registered to attend.
- 13) Fun Lodge should be telephoned on the mobile number before 10am on any day your child may not be attending. Please also let us know if on any day your collection arrangements have changed. Please **do not** email this information. Full rate will apply for any days your child does not attend as our running costs remain the same. This also applies to our holiday play schemes and in service days. Failure to let us know of any changes will incur a fine of £10 which will be added to your monthly account.
- 14) When collecting children from Fun Lodge only those people named on the registration form will be permitted to collect your children. Any changes to these details should be submitted in writing. No child will be given into the care of anyone under the age of sixteen years old.
- 15) If the appointed person does not collect a child at the arranged time and no message has been received to notify staff of a problem, the emergency contact will be called. If that person is not available, it will be necessary to contact the statutory authorities (police and or social services). If your child is not collected from Fun Lodge by 6pm a £10 surcharge will apply.
- 16) Changes to pattern of days required and any extra days should be requested if possible 1 week in advance. Every effort will be made to accommodate changes. But no guarantee can be given as strict staff ratios apply.

17) As children from different schools attend Fun Lodge, we are aware that there may be different holiday dates. We will accommodate this to the best of our ability. This will also mean that if we are open on any date your child is usually booked in and you do not use the service for whatever reason, fees will still be charged for that day as our running costs remain the same. We will however not charge you if we are not able to open.

Child illness and medication

18) Fun Lodge staff will only administer medicine if there is written consent from the parent on the appropriate Fun Lodge Ltd medication form. This will only be given to the child if this is not the initial dose i.e. a first dose of the medication must have been given that day by the parent. Two staff members must be present when any medication is given, 1 to administer and 1 to witness this. Both staff members then must sign the medication form. Medication form available on request.

19) If a child becomes ill while at the service, the designated parent/carer will be contacted. If they are not available, the emergency contact will be called. If staff consider it necessary, a doctor may be called or the child taken to hospital.

20) All accidents, illnesses and incidents will be logged on the appropriate report form and a copy will be given to the parent / carer of the child.

Principles and Values

21) Fun Lodge is a multi-cultural, non-denominational service providing high quality childcare in an inclusive, non-discriminatory and respectful environment.

22) We aim to provide a range of play and learning activities and opportunities for all children registered with the service.

23) Children will be expected to behave in an acceptable manner, showing respect to all service users, staff and equipment. If any difficulties arise these matters will be discussed with the parent/carer and staff in order that we may find a solution to this. Continued problems may result in a care plan/ or charter being written specifically for that child in order that this may alleviate the problem. Should this not be able to resolved it may result in the service being withdrawn.

- 24) Fun Lodge will always invite new children and their parents or guardians in for induction and to view our service and meet our staff which will allow them to make an informed choice about the service before enrolling with us.
- 25) Fun Lodge is accessible for wheelchair users.
- 26) If you have any suggestions or complaints regarding the service, these should be directed in the first instance to the Service Manager. If the matter cannot be resolved in this way you will be given a complaints procedure form to complete and this should be forwarded to the Fun Lodge Volunteer Management Board Chairperson within 10 days of your first complaint. A thorough investigation will then be carried out by the Chairperson and you will then receive a written reply within 28 days. If after this, you feel the matter has not been resolved you can contact the Care Inspectorate Scotland.
- 27) Fun Lodge Ltd may work with other related organisations to provide a joint working partnership, which will benefit all.

Miscellaneous

- 28) Fun Lodge Ltd does not accept any responsibility for loss or damage to children's clothes or belongings.
- 29) Fun Lodge Ltd Board have put an Adverse Weather Policy in place which is included in the registration pack.
- 30) Fun Lodge operate a supervised daily homework club between 4pm and 4.30pm. The staff will supervise this but the onus is on you to ensure your child / children have done the correct homework for that day.

Please ensure that you read and understand these Terms and Conditions and sign and date and return the next page to Fun Lodge.

Agreement

Parents and service users are required to read and confirm their agreement to the terms and conditions above. Both parents and Fun Lodge will retain a copy of this acknowledgement.

Parent Copy

I have read and understood the Fun Lodge Ltd Terms and Conditions and agree to abide by them.

Parent Name:

Child/children's names:

Parent Signature:

Date:

Service Managers Signature:

Date:

Fun Lodge Copy

I have read and understood the Fun Lodge Ltd Terms and Conditions and agree to abide by them.

Parent Name:

Child/children's names:

Parent Signature:

Date:

Service Managers Signature:

Date: