

GO KIDS TERMS & CONDITIONS

Parents/Guardians will receive an invoice monthly. The invoices are for the month following.

Fees are due unless the school is closed for public holidays and school holidays. Fees are due for payment in all other circumstances as your child's place is reserved. E.g. during periods of sickness, holidays taken out with school holidays, school closures due to adverse weather or any other circumstances. During play schemes, invoices are due to be paid 5 working days from the invoice date. No refunds will be given after the closing date shown on the booking form.

Fees must be paid within 5 working days of the date on the invoice or there will be a £10 late payment charge added to the next month's invoice. If fees are unpaid for 2 consecutive months a letter will be issued reminding parents of the outstanding amount and a date to pay this by. If outstanding monies are not received your child's space will be withdrawn from the date stated in the letter.

If you are late collecting your child there will be a £10 late charge added to your next month's invoice to cover additional staff costs.

G.O. Kids have a policy for behaviour that if your child's behaviour has been serious enough to warrant a written report three times then your child will be excluded from the kids club.

The Management Committee reserves the right to exclude a child immediately depending on the severity of the situation and these terms and conditions supersede all previous agreements.

Parents/Guardians will receive a minimum of one month's notice of changes to charges for after school care.

We require a minimum of one month's notice of termination of places. If this is not received you will be charged for that period.

Parents must advise the club, in advance if possible, if a child will not be attending the club for any reason. It is not the responsibility of the school to inform us if a child is absent. Please use the clubs direct mobile number and any messages left are picked up at the start of the session. Children who are absent from school due to sickness will be unable to attend until the infection exclusion period has passed. We follow the same policy as the schools.

Children are encouraged to take part in outdoor play in all weathers. If you would prefer to protect uniforms etc; please provide spare clothing.

It is the parent's responsibility to inform us of any changes to contact details.

It is the parent's responsibility to inform us in writing if their child is attending any after-school activities where they may be late to kids club or require to be collected from the activity.

Complaints Procedure -

Any complaints are treated seriously. We would encourage parents and carers to share their complaints to enable us to deal with them effectively and to their satisfaction. All parents are advised to make a verbal complaint to the Practitioner in the first instance. If parents are unhappy with the response, they should direct their complaint in writing or via telephone to the Project Manager. If still unhappy with response parents should direct their complaint to the Chairperson of the Management Committee. If the Management Committee is unable to deal with the complaint to the satisfaction of the parent, complaints should be directed to our registration body; Care Inspectorate.

Please sign below to acknowledge that you have read and understood the above:

Name: Signature:.....

Childs Name: Date: