



Wallace Fields Infant School & Nursery

Wallace Fields, Ewell, KT17 3AS
0208 394 0647 www.wfis.co.uk
office@wallace-fields-infant.surrey.sch.uk

"High achievement and success with a smile."



KidsQuest Terms and Conditions

Our Extended Learning provisions are run by the Local Governing Board of Wallace Fields Infant School & Nursery (under section 27 of the Education Act 2002). This agreement is between you as a parent and WFIS & Nursery Local Governing Board.

All children attending the Extended Learning Provisions are covered by Wallace Fields Infant School & Nursery Public Liability Insurance.

1. Bookings

- All bookings must be made through www.wallacefieldsinfantschool.magicbooking.co.uk.
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder.
- All bookings must be paid for at time of booking unless you are paying by Childcare Vouchers/Tax Free Childcare.
- Sessions can be booked as a set regular weekly occurrence for the duration of the term or on an adhoc basis.
- Booked sessions cannot be swapped and refunds cannot be given for non-attendance.

2. Adhoc Bookings

Adhoc bookings are available to parents who do not want to book a regular session (e.g. every week/term) but require adhoc days throughout the term. Only a few places are reserved and these can be booked on a first come, first served basis. If paying through childcare vouchers, please ensure the payment is made in advance allowing time for the transfer to clear.

3. Medication/Dietary

If your child has dietary needs or requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

- Completed Health Care Plan
- Permission to administer medication form
- Special Diet Request Form

Please contact kidsquest@wfis.sfet.org.uk who will email the forms to you.

Please note: If the above is not in place, your child will not be able to attend the session.

Wallace Fields Infant School & Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



4. Payments and Overdue Balances

- The types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place.
- We will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

5. Booking Cancellation

Once your booking is confirmed you are able to cancel your place but please note that a refund cannot be given for non-attendance. We would ask you to contact us by telephone to inform us if your child is not attending.

6. Late Collections

We would request that parent's telephone **020 8394 0647 ext. 1520** to inform us if they will be unavoidably late collecting their child. If parents are late to collect children, a late collection fee will be charged per late collection. **(Late collection/s are subject to a penalty charge of £10)**. If, after we have made every effort to reach available contacts, a child has still not been collected by 30 minutes after the end of their session, we will follow Department for Education guidelines and contact Surrey Children's Services.

7. Closure

Available KidsQuest sessions are based on Wallace Fields Infant School and Nursery's term dates and inset days. Should your child be using the KidsQuest provision but attending an alternative school e.g. Wallace Fields Junior School whose termly dates and inset days may differ to those of Wallace Fields Infant School and Nursery, please note that payment will still be due for all the sessions booked within Wallace Fields Infant School and Nursery dates regardless of your child's school closure days.

If, due to unforeseen circumstances (e.g. adverse weather conditions) it is necessary to close the provision, parents will be informed via the school website, email and social media. It will not be possible to refund fees in such situations.

8. Lost property

Please ensure that your child does not bring valuable items to the provision and that all belongings are clearly named. We cannot be held responsible for any loss or damage to personal property.

9. Liability

KidsQuest does not accept liability for loss or damage to belongings or property.

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10. Exclusion/Inclusion

Our Extended Learning Provisions operate an inclusion policy. In the event that we consider the behavior or conduct of any adult or child is having a negative impact on others we will work with those involved to rectify and resolve the issue. In the event that we feel we have exhausted all reasonable options, we will withdraw access to the Extended Learning provision.

11. Complaints

We are committed to providing a high quality childcare setting. We welcome ideas and suggestions, through direct discussion and questionnaires. However, if you wish to make a complaint, please, in the first instance, speak to the manager of the provision. If you do not receive a satisfactory conclusion please refer to WFIS & Nursery complaints procedure.

12. Data Protection and confidentiality

It is necessary for us to hold personal details about you and your child. This is stored both in a hard copy on file and on a computer database. This information remains confidential to KidsQuest and will only be shared with a third party, in the event of an emergency.

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