



Wraparound Care Provision  
Information, Terms and Conditions

## Introduction

Fishponds Church of England Primary School offers a Wraparound Care Provision to support families with before and after school childcare in a safe, inclusive, and nurturing environment. This service is designed to complement the school day by providing high-quality and supportive environment for growth and development, the provision offers a diverse range of activities and experiences to ignite their passions and inspire their minds.

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## Key Information

### Service Overview

- **Operating Times:**
  - Morning Session: 7.45am – 8.45am
  - Afternoon Session: 3.15pm – 6.00pm
- **Age Group:** Pupil age 4-11 and attending Fishponds CE Primary School
- **Location:** Fishponds Old Library
- **Contact Information:**
  - Phone: 0117 9030491
  - Email: [wac@ficeps.org.uk](mailto:wac@ficeps.org.uk)

### Fees and Payment

- **Morning Session Fee:** £4.00 per session
- **Afternoon Session Fee:** £10.00 per full session  
£6.00 per part session (following attendance at an extra-curricular club) ☐
- **Late Pick-Up Fee:** £5.00 per 10 minutes late
- **Payment Method:** In advance by credit or debit card or Tax Free Childcare Voucher

Any changes to fees will be communicated via email and in the Wraparound Care Newsletter. A minimum of one month's notice will be given for any changes to fees. For all sessions booked before any price increase the previous rate will be honoured.

## Booking and Cancellations

- **Booking Procedure:** Sessions must be booked in advance via Magic Booking.
  - **Cancellation:** Cancellations must be made 24 hours in advance to avoid being charged.
  - **Credit Notes:** Credit notes will be provided in the event of emergency closure, cancellation (with over 24 hours' notice) or if a child has been sent home unwell from school.
  - **Refunds:** Refunds will be provided in the event of a child ceasing to attend the provision.
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# Terms & Conditions

## Admission and Eligibility

- The Wraparound Care Provision is open only to children enrolled at Fishponds Church of England Primary School.
- A completed registration form must be submitted for each child before their first session.

## Arrival and Collection

- Morning sessions: Parents/carers must sign children in upon arrival.
- Afternoon sessions: Parents/carers must collect children promptly by the session's end time. Photo ID may be requested if staff are unfamiliar with the collecting adult. A collection password system will be implemented for safeguarding purposes.

## Health and Safety

- Any medical conditions, allergies, or dietary requirements must be disclosed during registration.
- Parents/carers must ensure emergency contact details are up to date.
- Staff are trained in first aid and will act in the child's best interests in case of an emergency.

## Behaviour Expectations and Management

Our focus is on creating a nurturing and welcoming environment. Our behaviour expectations therefore aim to ensure that all children feel safe, happy and can enjoy their time in Wraparound Care.

Children are expected to follow the school's behaviour policy while attending Wraparound Care.

Children with mobile phones will not have access to these during Breakfast or After School Clubs.

We operate a rolling three strike behaviour system. A strike will remain on a child's record for two weeks. If a child accumulates three strikes, their parents will be asked to come in for a meeting with the Headteacher and Wraparound Care Manager to discuss their child's behaviour. Strikes will be given under the following circumstances:

- Threatening or aggressive behaviour towards children or staff.
- Property damage.
- Repeated disruptive behaviour and / or refusal to follow instructions from staff.
- Behaving in such a way that it negatively impacts the enjoyment and / or safety (emotional or physical) of other children.

Before a strike is given children will be given two warnings by staff to change their behaviour. A quiet, enclosed space is available for children to have opportunity for reflection and / or self-regulation.

If children receive a strike their parent / carer will be contacted and asked to collect their child immediately. If the child is not collected within 30 minutes a late pick-up fee may be charged.

Persistent behavioural issues may result in suspension or exclusion from the Provision.

## Food and Drink

All food served at the After School Provision meets the Silver Standard for the Bristol Eating Better Award. The Award supports and rewards schools that offer healthier food options and promote food and environmental sustainability such as including more plant-based ingredients and minimising food waste.

- Morning Session: A nutritionally balanced breakfast (e.g., cereal, toast, fruit, yoghurt) will be provided.
- Afternoon Session: A healthy food option (e.g. pitta pizza, pasta pot, noodle bowl) will be provided.
- Parents/carers may send additional healthy snacks if required.
- All food is nut-free to ensure the safety of children with allergies.

All staff are level two certified in Food Hygiene.

## Late Collection

- Fishponds CE Primary School *Uncollected Child Procedures* will be followed.
- A late pick-up fee will be charged to cover additional staff time.
- Persistent late pick-ups may result in a review of the child's place in the provision.

Late collection fees are as follows:

Late Collection (30 minutes)	Over 30 minutes late to collect.	£15.00 flat amount
Late Charge (20 minutes)	Over 20 minutes late to collect.	£10.00 flat amount
Late Collection (10 Minutes)	Over 10 minutes late to collect.	£5.00 flat amount

## Safeguarding

- The Wraparound Care Provision follows Fishponds Church of England Primary School's safeguarding policies and procedures.
- Staff are trained in:
  - Child protection
  - Safeguarding

- First Aid
- Administration of Medication

## First Aid

It is important to remember that at times when children are playing accidents and incidents can happen. For this reason, we have staff that are qualified in administering first aid.

- Any minor accidents will be dealt with and recorded. Parent(s) will be informed as soon as reasonably possible for minor injuries. In case of a more serious injury, the appropriate action will be taken and parents will be informed immediately.
- Medication can only be administered in line with the school's 'Administration of Medication' policy.

## Unwell Children

If children are unwell during a session, the parent will be contacted and asked to collect immediately, with the understanding that children will only be accepted back when they are fit. Please note, in line with school policy, 48 hours is the requested time for sickness/stomach bug.

If a child is absent from school due to illness parents must update their child's WAC attendance via Magic Booking. If this does not happen, parents may still be charged for the session.

If children are sent home unwell from school, parents do not need to update their child's WAC attendance via Magic Booking as this will be updated by the school.

## Children with Additional Needs

We recognise that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child, in consultation with their parents, prior to them attending the Club and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Whilst we will make every practical effort and endeavour to welcome children with additional needs, there may be some instances where we cannot. We will work in partnership with parents and liaise with the school to look at the child's individual needs.

## Emergency Closure

If the WAC provision has to close at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes etc., a credit note will be given for the day(s) the club is closed. Refunds or credit notes will not be given if the Provision is open and parents make the decision not to send their children. In the

rare situation of an emergency closure, Wraparound Care staff will contact the parents, therefore please ensure that the contact numbers held by the school and Wraparound Care Provision remain up to date.

## Communication

Wraparound Care staff will utilise the Magic Booking email and text message system to communicate with parents. Parents / carers may be contacted by phone in an emergency.

Parents / carers are responsible for ensuring they update both the school and Wraparound Care Provision should any necessary or relevant information (contact information, medical or dietary needs etc.) change.

## Data Protection

Personal information collected during registration will be handled in accordance with GDPR regulations and School policy. Data will only be used for operational purposes and shared with relevant parties if required for safeguarding.

## Withdrawal of an Offer of a Place

The school reserves the right to withdraw a child's registration at the Wraparound Care Provision in cases of:

- Non-payment of fees.
- Repeated behavioural issues.
- A one-off serious breach of the behavioural policy.
- Consistent late pick-ups.

For the purposes of this agreement, the term 'persistent' or 'repeated' constitutes as three or more incidents of this nature. In consultation with Wraparound Care staff, the Headteacher will then make a formal assessment of the matter to determine whether a child's place is withdrawn. Parents will be informed as soon as possible by phone and written outcome will be sent within 5 working days of the assessment taking place.

If the school withdraws a child's registration at the club a refund on future booked sessions will be provided, minus any payments made for sessions within seven days of their final attendance date.

## Feedback Procedure

We welcome feedback on the provision. Please send any feedback via email.

If you have an issue or problem with any aspect of the Wraparound Care Provision, please raise concerns in the first instance with the Wraparound Care Staff who will do their best to resolve the issue to your satisfaction. If this course of action does not resolve the issue or you feel it is not an appropriate course of action, the School Complaints Policy must be followed.

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## Acknowledgment

By registering for the Wraparound Care Provision, you agree to abide by the above terms and conditions. Failure to comply may result in the withdrawal of your child's place at the provision.