

Parent contract and information  
Out of school Clubs

Contact Information

Club	Supervisor	During club hours contact	Out of club hours contact	Email
SMARTYS EY469406	Amy	07842529033	01278 431868	enquiries@butterfliesdaynurseries.com
Dragonflies EY408035	Tash	07521438364	01278 431868	enquiries@butterfliesdaynurseries.com
Whizz Kids EY290573	Nicci	07731396178	01278 431868	enquiries@butterfliesdaynurseries.com

Parents Information

We value our relationship with parents and carers and are committed to working in partnership with you to provide high quality play and care for your child/ren. Please do not hesitate to speak to us at any time if there are any additional needs/arrangements to be considered when caring for your child. We will work closely with the school staff in order to meet any specific needs and to ensure a seamless transition from school to our club.

Registration

In order that we may care for your child/ren every child that attends our club must first be registered. This can be done by visiting the club and completing the club's registration form. All parents must agree and sign the attached parent contract.

Fees

The Following fees are applicable to our clubs.

**Breakfast and after school club.**

<b>Breakfast &amp; After School Club</b>
£4.20 per hour ( <i>Inclusive of Breakfast and PM Snacks</i> )- minimum booking 1 hour, Then charged in 15 minute blocks.

1. Each parent /carer will receive an invoice for fees on the 25<sup>th</sup> of every month. All fees are payable by the 10th day of the invoice month.
2. 48 hours written notice is required to cancel or amend your pre-booked sessions. Otherwise fees are due for payment when your child is absent from school for sickness or holidays.
3. Our fees are all inclusive of all drinks and snacks.
4. You may be entitled to assistance/grants/Tax free childcare with your fees. Please ask for advice. Visit [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) for more information.
5. If your child is unable to attend a pre-booked session or if they are attending a school activity please contact the club in order that we may account for them. Our staff will make enquiries and search for children who are unaccounted for.

6. “Ad-hoc” sessions may be booked at the club on a first come first served basis. We are unable to guarantee the availability of “Ad-hoc” sessions. Please contact our office on the out of club hours number or email address providing as much notice as possible if you wish to book your child onto a one off session.

### **Collecting children**

Children will only be able to leave the club with those authorised adults named on the child’s registration form.

Children must be collected by the agreed times. Please contact the club if an emergency situation arises and you are unable to collect your child within these terms.

Children will not be permitted to be collected by persons under the age of 14 years.

### **Complaints/Feedback**

Should any parent/carer wish to provide feedback or wish to make a complaint against the setting then in the first instance you are to contact the setting supervisor as soon as possible at the following address:

**Charlotte Farrance**  
**Whizz Kids Manager**  
Butterflies Day Nurseries  
Bower Farmhouse  
Bower Lane  
Bridgwater  
TA6 4TY 01278 431868

**Carly Chillingworth**  
**Smartys / Dragonflies Manager**  
Butterflies Day Nurseries  
Woodlands Business Park  
Bristol Road  
Bridgwater  
TA6 4FJ 01278 282281

Alternatively complaints may be communicated directly to the regulatory body, OFSTED via email or phone. **enquiries@ofsted.gov.uk**  
**0300 123 4666**

Complaints regarding data protection can be reported to ICO via their helpline on 0303 123 1113 or at [ico.org.uk/make-a-complaint/](https://ico.org.uk/make-a-complaint/)