

Terms and conditions of business-Missing link

The Missing Link (herein after called the club) will only undertake business under the following Terms and Conditions, each of which shall be incorporated or implied in any agreements between the club and the clients. No variations of these terms and conditions shall be binding unless expressly confirmed by the club in writing and signed by the management of the club. The client is bound by these terms and conditions once they commence using our service.

1. The **after school club** section of the club acts as a registered childcare facility for children between the hours of 15.15 (or when school finishes for the day) and 18.00, from Monday to Friday and only during school term.
2. Club fees are paid in full for one half term/roughly six weeks at a time. Invoices will be issued two weeks in advance of a half term or end of term holiday and we require you to return your remittance slip detailing your method of payment before the holiday break. The amount of the slip must match the amount on the invoice unless otherwise discussed with the office. All payments must have cleared into our account by the last working day before the start of the six week period. We accept payment by voucher and if paying by this method we must receive a remittance slip telling us when the payment is expected. We accept payment via cheque (over the amount of £50) this must be included with the remittance slip but may be post dated, in any case these will not be banked until one week before the start of the period – if this is made in more than one instalment, please include the second cheque as a post dated cheque, including 60p charge for this (made payable to "Missing Link"). We accept payment via BACS, with which we still require the remittance slip as a record of your transaction.
3. If fees are not paid on time a £5.00 charge per week will be added to your next invoice.
4. When booking your child into the after school club, your child will be automatically be booked for the days you have chosen or specified, each term, unless we are otherwise informed. Should you need to cancel one of your chosen or required days, you will still be charged for this session. If your school has an inset day but the club is operating you will be charged and your child is welcome to join us. Should you wish to cancel a day or your child's attendance altogether, we need a minimum of six weeks notice or the fees are still payable. This must be in writing to the office.
5. Clients are charged for full school terms. If your child is involved in other activities or will be missing a session, these sessions must still be paid for.
6. If, for any reason, you are going to be late to collect your child from the club we must be informed of your time of arrival as soon as possible. If you contact the club before 18.00, the late fee of £5.00 per 15 minutes will be charged from 18.15 and after 18.30, parents will incur the cost of retaining the supervisors for the extra time required.
7. If for any reason, your child is collected later than the time stated, i.e. 18.00, without prior notice to the club, then a late fee of £5.00 per 15 minutes will be charged. This will be until 18.30 then the costs of the staff required to stay behind will be incurred.
8. If your school finishes earlier than the usual time it is your responsibility to inform us and if possible we will collect your child at the time required, e.g. school ending at 14.00 on the last day of term. The cost will be £3.50 per hour or part thereof. You are responsible for informing us of inset days at your school.
9. Breakfast clubs run from 7.45am until your child is taken to school.
10. It is the parent's responsibility to ensure their child has all their belongings, we cannot be responsible to loss or damage to anything brought to the club from home.
11. If we collect your child from their school we have permission to drive your child to the club.
12. If we are running the Holiday club during your child's school term the after-school club will run as normal, and the sessions will still be charged.
13. The after-school club fees are reviewed when necessary and half a terms notice will be given of any unavoidable increases.
14. We will always seek permission from you before using photographs of your child for our adverts or displays, or use of their name to accompany any such photographs used, this also applies to any photos or videos which may be used on our web site.
15. You are required to inform the club of any changes to your contact details immediately for the safety of your child. If your child is not attending a session due to illness or any other activities please inform the club so we do not look for your child at the school and make the bus late for other children in our care.
16. When booking your child into the club, you are bound by our terms and conditions.
17. By signing the registration form you are acknowledging that you are aware of our terms and conditions and know that you are bound by them.
18. From time to time these conditions will be revised, you will given or sent or e-mailed any changes and you will be bound by them, no further signatures are required other than your original registration form.
19. Should you wish to add additional days we will accommodate if possible.
20. Should you wish to terminate or reduce your days we require 6 weeks notice.
21. Parents who choose to employ Missing Link staff to babysit should be aware that we take no responsibility for this.