



The Swallows

Wrap Around Care Policy

Updated September 2026

The Swallows, our wrap around care provision, is open to all children attending Swallow Dell Primary and Nursery School, from Nursery age through to Year 6, and is run by a team of dedicated school staff to support our working Parents.

The Breakfast session starts at 07.30AM and the after school session closes at 5 30PM.

Children **MUST** be accompanied to the club by an adult and handed over to a member of the club staff. When collecting from the club at the end of the day, children must be signed out by their adult. Please note that breakfast will be provided and that in the afterschool provision, only a snack is provided.

1. Aims

(a) Our aims: We aim to provide a high-quality service which meets the needs of both parents/carers and children. For parents/carers this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service. For a child this means an environment that is safe, supportive, encouraging, challenging, a place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy.

Parents/carers are expected to give their support and encouragement to the aim of the Club and to uphold and promote its good name and to ensure that appropriate standards of punctuality, behaviour, discipline and hygiene are maintained.

(b) The child's health: Parents/carers must inform the Club if the child has any known medical condition or health problem or has been in contact with infectious diseases. Parents/carers must comply with the exclusion guidelines set by the Health Protection Agency that are displayed in the school office and a child must not be brought to the Club if unwell.

2. Parents/carers authority

(a) Welfare of the child: The parents/carers authorise the Club to take all necessary action to safeguard and promote the welfare of the child. Parents/carers consent to use such physical contact with children as may be lawful, appropriate and proper to provide comfort to a child in distress or to maintain safety and good order. Parents/carers consent also to emergency medical treatment, including surgery and/or general anaesthetic, if certified necessary by a doctor and if parents/carers cannot be contacted on the emergency numbers provided in time.

(b) Accidents: All accidents that staff are made aware of are documented in an accident book and reported to parents/carers. All staff are trained in First Aid.

(c) Loss of property: The Club will not be liable for loss of property brought onto the premises by parent/carer or child.

3. Entry to the Club

(a) Booking a place: A place must be booked in advance using School Gateway. Ad hoc places may be booked on the day only if places are available that day, and payment is made in advance, except in the case of emergencies. Once a place has been booked a charge will be incurred for that place unless the cancellation policy has been followed. (see clause 5a and b). **Places MUST be booked in advance to ensure the adult/child ratio is compliant with safeguarding guidelines.**

(c) Extracurricular/afterschool activity clubs: children attending an after-school activity club and wish for their child to attend The Swallows after must book onto the correct session on School Gateway. (see clause 3a)

4. Fees and Extras

(a) Items Covered: Fees cover the cost of the session including staffing, snacks, refreshments and resources. Extracurricular activities are charged separately.

(b) Responsibility for Payment: Fees are the responsibility for who has parental responsibility for the child.

(c) Late collection of child/children after 5.30PM: this will incur charges. For every block of 10 minutes, there will be a charge of £10 per child. If you book the first session until 4.15 and you are more than 10 minutes late, you will be charged for the next session. Individual circumstances will

be taken into account. The fee will be made to your School Gateway account as a manual adjustment.

(d) Non Booking: If a child arrives at a session that has not been booked in advance, an extra fee of £1 per session will apply. Individual circumstances will be taken into account. The fee will be made to your School Gateway account as a manual adjustment.

(e) Session Pricing:

Nursery to Year 6

	Breakfast Club	Afterschool Club 1 session 3.15-4.15	Afterschool Club 2 sessions 3.15-5.30	Afterschool Club 1 session following after school activity 4.15-5.30
Per Child	£4.50	£4.50	£10	£7

(f) Annually, fees will be reviewed by the Governing Body. When fees are increased, Parents/Carers, will be notified in line with the Charging and Remissions Policy.

5. Cancellation, Withdrawal and Fees in Lieu

(a) Cancellation policy: If parents/carers do not wish their child to attend a session they must notify the Club as soon as possible. Failure to do so will incur payment in full.

(b) Cancellations: Breakfast Club can be cancelled up until 7am on the day. After School Club can be cancelled up until 12midday of the day. Please call 01707339079 and select Breakfast and After School Club to leave a message or email admin@swallowdell.herts.sch.uk. Failure to do so will incur payment in full.

(c) Fees will not be waived through absence, sickness or non-attendance once a place has been booked. In the event of extreme circumstances where we may have to close nursery due to outbreak of disease, severe weather, industrial action or any other extreme circumstances beyond our control, we will not be able to refund fees or organise alternative childcare and parents will need to make other arrangements.

(d) Sessions booked and then not used: a full charge will be made as this is deemed to be blocking a place

(e) Removal: Parents/carers may be required to remove the child temporarily or permanently if the conduct of the child is unacceptable and it appears to the club staff, Deputy or Headteacher that the continued presence of the child is incompatible with the interests of the Club. **There would be no refund of fees in these circumstances.**

6. General Conditions

(a) Standard terms and conditions: Reasonable changes may be made from time to time to these terms and conditions and to the level of fees. Notice of any changes will be given in writing as soon as practicable.

(b) Disclosures: The school must be notified in writing immediately of any changes in contact details or family situations, Court Orders or situations of risk in relation to the child for which any special precautions may be needed.

(c) Child Protection: The staff have a duty to report any significant concerns s/he might have about the safety/well-being of a child to the school's designated Child Protection Officer. The Club follows the Child Protection Policy.

(d) Confidentiality: Parents/carers agree to inform the Club of any information's necessary to safeguard or promote their child's welfare or avert the risk of harm to their child or other person. The Club staff will be informed of sensitive issues concerning the child on a 'need-to-know' basis.

(e) Learning/Physical Difficulties: Parents/carers should notify the Club that their child may have learning/physical difficulties. Each application will be given careful consideration as to whether

reasonable adjustments can be made within the environment in order to accommodate specific needs. The school reserves the right to decline places where these adjustments cannot be made and provision and/or safety would be compromised for either party.

(f) Equal Treatment: The Club welcomes staff and children from many different ethnic groups, backgrounds and creeds. Similarities and differences are valued and respected and all children are treated equally. The Club will comply with the Disability and Equality Act and will do all that is reasonable to accommodate the needs of children with disabilities. The Club will follow the school's Equal Opportunities Policy.

(g) Discipline: The parents/carers hereby confirm that they accept the authority of the staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child and the Club community. The Club will follow the Behaviour Policy of the school which incorporates the Anti-Bullying Policy and the Racial Equality policy. The School Rules, Policies and procedures will be adhered to at all times by both staff and children attending the clubs.

(h) Photographs: Photographs of the children may be used in the Club's promotional material such as the school website. Parent/carers need to ensure that the school have the appropriate permissions.

(i) Severe weather: In the event of the Club's closure due to severe weather parents/carers will be contacted via the school closure procedure and paid for sessions will not be refunded due to advanced payments.

(j) Insurances: The Club undertakes to maintain those insurances which are prescribed by law. The Club is covered by the school's insurance.

(k) Complaints: Parents/carers who have cause for complaint in relation to any matters of quality, safety or care must inform staff without delay, following the school's complaints procedure

(l) Waiver: Any waiver of these terms and conditions is only effective if given in writing by and on behalf of the Supervisor.

By booking your child on a session at The Swallows, you are agreeing to comply with the Terms and Conditions set in this policy.