



Wychwood Church of England
Primary School

Wychwood CE Primary School After School Provision (WASP)



Terms and Conditions 2022

Wychwood CE Primary School (Ref: 123176)
Milton Road
Shipton under Wychwood
Chipping Norton
Oxfordshire
OX7 6BD
Tel: 01993 830059

Headteacher: Joseph Rubba

Milton Road, Shipton-Under-Wychwood
Chipping Norton, Oxon, OX7 6BD.

Telephone 01993 830059

Email office.3257@wychwood-pri.oxon.sch.uk

Web wychwood-pri.oxon.sch.uk



Our Terms

1. Terms

What do these terms cover? These are the terms and conditions on which we (Wychwood CE Primary School) supply childcare services to you.

Why you should read them? Please read these terms carefully before you complete the Registration Form and return it to us. These terms tell you who we are, how we provide services to you, how you and we may change or end the service, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss before you sign the registration form.

2. Information about us and how to contact us

Who we are: Wychwood After School Provision (WASP)

How to contact us: You can contact us by telephoning the WASP mobile number 07940017005 or telephoning the school office at 01993 830059. Alternatively you can send an email to WASP@wychwood-pri.oxon.sch.uk. Our postal address is: Wychwood CE Primary School Milton Road, Shipton under Wychwood, Chipping Norton, Oxfordshire, OX7 6BD, UK.

How we may contact you: If we have to contact you, we will do so by telephone or email you provided with your registration form.

3. Our agreement with you

How to secure a place? To secure a place a parent or carer will need to complete a registration form and once we confirm (via email) that we have availability you may proceed with bookings. If we are unable to secure a place we will inform you via email. This might be because of unexpected limits on our resources which we could not reasonably planned for. If you still wish to register, we will, on request, put your name on a waiting list and will contact you if a place becomes available.

4. Our rights to make changes

Changes to the service we provide: We may change the service we provide:
(a) To reflect changes in relevant laws and regulatory requirements.
(b) To implement minor technical adjustments and improvements.



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We are not responsible for delays or disruption outside our control: If our ability to deliver childcare is affected by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the impact of the delay or the disruption. Provided we do this, we will not be liable for delays or disruption caused by the event, but if there is a risk of substantial delay or disruption you may contact us to end the agreement and receive a refund for any services you have paid for but not received.

We may have to suspend any service to:

- (a) Deal with technical problems or make minor technical changes;
- (b) Update services to reflect changes in relevant laws and regulatory requirements;
- (c) Make changes to the services as requested by you or notified by us.

Your rights if we suspend the services: We will contact you in advance to tell you we will be suspending the services, unless the problem is urgent or an emergency. If we have to suspend the services, we will adjust the price so that you do not pay for services while they are suspended.

We may also suspend services if you do not pay: If you do not pay for the services as outlined in the Information Letter and you still do not make payment within 14 days of the original date that the payment is due, we may suspend supply of the service until you have paid the outstanding amount. We will contact to tell you we have not received payment. Following that we will write to tell you we are suspending supply of the services. We will not suspend the services where you dispute the unpaid invoice. We will not charge you for the service during the period for which they are suspended.

5. Our rights to end the agreement

We may end the agreement if:

- (a) You do not make any payments when it is due and you still do not make payment within one month of us notifying you that payment is due;
- (b) You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide a safe service;
- (c) Your child's behaviour is such that we cannot ensure the safety of them or others that use the service.

If we end the agreement in any of the situations outlined in 5, we will refund any money you have paid in advance for services we have not provided.



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6. If there is a problem

If you have any questions or complaints about WASP: Please contact us by telephoning the school office on 01993 830059 or by email at WASP@wychwood-pri.oxon.sch.uk

7. How we may use your personal information

We will use the personal information you provide us to:

- (a) Provide the services to the best of our ability;
- (b) Process your payment for such services

We will only give your personal information to third parties where the law requires us to do so.

Annex 1

Arrangements for collection of children: We require that all children be signed out by their parent/carer or the person indicated on the registration form as a designated pick up person. To ensure the safety of your child, please remember that all adults who are picking up your child are over 18 years of age and bring photo identification if they do not normally pick up your children on a regular basis.

Arrangements for late collections: If you anticipate that you may be late collecting your child, please contact the WASP manager (Claire Coombes) by ringing the WASP mobile number (mobile number will be shared at the beginning of term). If you collect your child after the agreed time, a late fee of £5 will be charged for every 15 minutes or part of 15 minutes after the closure of the provision. If a child has not been collected by 7p.m. and we have not been able to contact the parent/carers or emergency contacts, then the MASH team will be contacted.

Absences: If your child is absent from school due to illness, they may not attend WASP. If your child is not coming on a particular day for any reason, we would appreciate you letting us know by 8 a.m. that day. You may contact us by leaving a message with the school's office staff or by leaving a voice mail message on the WASP mobile. Please note that you will still be charged for your child's place.

Providing and keeping up to date contact information: It is the responsibility of the parent/carer to inform the school office or the WASP manager (Claire Coombes) if any information on the registration form needs to be updated. Please ensure that the people listed on the emergency contact information the school holds are contactable during WASP hours.



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Method for booking additional days: Ad-hoc sessions can be booked after the cut off date, where there is space, but these will be charged at the Ad-hoc rates outlined in our Information Letter.

Illness, injury and medications: If your child becomes ill while in our care, we will contact you and ask that they be collected. You will be notified immediately if your child sustains a significant injury. If immediate medical assistance is deemed necessary, we will contact the appropriate medical personnel and then contact you immediately. If your child suffers a scrape or small cut, we will make you aware of it when you come to pick up your child. Any child who requires medication during the day must have the medication in the original bottle or container that is labelled as to what the medication is and its expiry date, as well as the amount to be taken and how often. All medications must be brought to the School Office and parents will be asked to fill out a medication form regarding its administration.

Late payments: You will be invoiced in advance. All payments are required in full and are non-refundable by the date specified on the invoice. Payments are made through to the school bank account or by cheque.

Behaviour Policy: We will strive to establish a positive atmosphere of mutual respect where children and staff feel valued and secure. We follow the school's Behaviour Policy where all children are expected to 'Be Ready, Respectful and Safe.' Regular deviations from these will result in the need for a conference with parents/carers to determine a plan of improvement. If serious incidents occur or persistent poor behaviour is evident over time, exclusion from WASP may be necessary.

WASP at the end of school terms: On days when there is half day, WASP will begin at the early dismissal time and end at the usual 6 p.m. These half day closing extended hours are included in the fees.

Snacks: As part of looking after the wellbeing of all the children, WASP supports the schools' Healthy Eating initiatives. We provide a nutritious light breakfast to start the day. Breakfast includes a choice of cereals, toast and/or fruit. A drink of orange juice or milk is provided. For after school we provide a nutritious light snack at 4:30 p.m. These include toast, bagels, wraps, yoghurt and fruit. A drink of water or milk is also provided. Please be sure to note any dietary needs your child may have when registering for WASP.



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