



Buckden Out of School Scheme (BOSS)

Email: boss@bpa.act-academytrust.org

Phone: 07841 204419

Admissions, Charging Policy and Terms & Conditions

As an Ofsted Childcare Registered provider, BOSS offers before school and after school childcare sessions during term time (not including professional days) and is open to all children attending Buckden CE Primary Academy.

The Manager will always strive to provide places but there may be times when BOSS is full and in this case a waiting list is operated.

Registration

When a parent/carer contacts BOSS to enquire about a place for their child, they will be given all the relevant information they require including account details for our online booking system – **Magic Booking** and informed of whether there is currently a suitable place available for their child.

If a place is available the parent/carer and, where possible, the child will be invited to visit BOSS and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, their child/ren are able to attend BOSS.

Bookings:

- All bookings must be made through: <https://boss.magicbooking.co.uk>
- All bookings are subject to availability, with one weeks' notice required.
- The person making the booking accepts the booking conditions on behalf of the account holder.
- All bookings must be paid for at time of booking unless you are paying by Childcare Vouchers/Tax Free Childcare or monthly payment plan.
- Sessions booked via Magic Booking are for a contracted period of the whole/remaining academic year.
- For adhoc one off sessions at short notice, please contact BOSS via email boss@bpa.act-academytrust.org to book and are subject to availability. Normal charges will apply to casual sessions booked in this way and the session fee will be added to your Magic Booking account.
- Unless pre-arranged with BOSS, children who have not booked via Magic Booking will not be able to attend BOSS and will remain in the care of the school.
- In order to make sure we have sufficient members of staff available, if your child has an EHCP or IEP in place, please contact the BOSS Manager via email in the first instance before booking your child's place on Magic Booking, otherwise your booking may be cancelled.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.
- Any booked sessions which are not attended due to after school appointments, illness, or school residential/day trips will not be charged for providing at least 24 hours' notice is given. It is the parents' responsibility to let BOSS know by email of any such absences so that Magic Booking can be adjusted accordingly.
- Any booked sessions which are not attended are still charged.
- When booking sessions, you are committing to a regular booking for the entire academic year or the remaining academic year if bookings are made after the start of

term in September. If you wish to cancel any bookings there is a period notice of 6 weeks.

Payments and Overdue Balances:

- Types of payment available are card payments, childcare vouchers via company salary schemes and the tax-free childcare government scheme.
- When paying by any childcare vouchers, please use your child's full name as the payment reference. When selecting your voucher provider on Magic Booking, if your provider is not listed, please select 'Not listed' and contact BOSS with the name of your voucher provider so that they can be added to the list in future.
- You will be charged in advance for the whole period of your child's booking and you will be able to equally spread your payments across the duration of the booking.
- Your first instalment is required on booking, otherwise your booking will not be confirmed and will be cancelled.
- If your account balance is overdue the system will not allow you to book any further sessions until you have made payment.
- If payment is not received, or a valid reason why it hasn't been paid, there will be a Late Payment fee of £ 25.00 charged. Places will be removed if payment is not forthcoming after 3 weeks. If late payment fee is not paid after 14 days' places will be removed. If you are having difficulty paying your account/invoices, please speak or email BOSS in confidence to come to a resolution.

Safeguarding and Welfare:

- We are committed to safeguarding all the children in our care from harm and abuse.
- BOSS are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform BOSS of any conditions that may affect their child (medical, learning, behavioural, etc) prior to booking, to enable staff to ensure correct safety features and staffing are in place. If full information is not provided, this may result in BOSS excluding them from certain activities if felt necessary. In such circumstances no refund or credit will be paid.

Medication:

- If your child requires medication of any sort, including an inhaler, a parental agreement for school to administer medicine must be completed. The form can be found on the school website:

[Buckden C.E. Primary School - Absences & Sickness \(buckdenschool.co.uk\)](http://buckdenschool.co.uk)

- Forms and further details can also be obtained from the school office.

Day to Day Routine:

- Breakfast is served at BOSS between 7.30am - 8.00am. If your child requires breakfast and comes in after 8.00am we will be unable to offer breakfast.
- Breakfast brought in from home is not to be consumed, due to allergies.
- After school children will be taken or directed immediately to the school hall for BOSS registration. Any children on the daily register who are not in attendance will be investigated through their class teacher if we have had no notice of their absence.
- In our afternoon sessions children will be offered a biscuit/fruit and a drink of water or fruit squash. This will be served once initial registration is done.
- After 5.15pm an evening snack and drink will be supplied.
- If your child has left something in their classroom, BOSS staff and children are not permitted to go into the classrooms after 3.15pm. It is your child and their teachers' responsibility to make sure they have everything at the end of the school day.

Collecting:

- Children can only be collected by an adult over the age of 16 who has been authorised to collect them, which is done by the parent adding collectors onto their Magic Booking account.
- Adults collecting that are unknown to BOSS staff will be asked for a 'Collection Password' which has been created by the parent on Magic Booking.
- Please notify BOSS on 07841 204419 if you are unable to collect your child before 6.00pm Monday to Thursday or before 5.15pm on Friday.
- A late collection fee of £5.00 per child for every 15 minutes or part of 15 minutes will be added to your Magic Booking account.
- If we have been unable to reach you or any of your emergency contacts, we will follow our Uncollected Children Policy. If your child is collected after 6.00pm on more than two occasions, then the child will automatically lose their place at BOSS.

Exclusion:

- BOSS reserve the right to exclude or refuse any person without notice, if we consider that their behaviour compromises the positive atmosphere and values of the club. No refund will be given.

Forced Closures:

- BOSS is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, power cut, or by order of Local Authority or Environmental Health, parents will not be liable for fees incurred during the entire period of closure.
- We are unable to give refunds if BOSS is open and parents make the decision not to send their child(ren).

Schedule Changes:

- BOSS may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control.

Photography:

- BOSS occasionally take photographs and videos which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs/videos, please ensure your child's consents on Magic Booking are up to date.

Complaints:

- Please see Buckden CE Primary Academy complaints procedure for official steps.
- Please note that the school reserve the right to refuse the service to any parent if they become abusive or use abusive language or fail to comply with our terms.

Liability:

- BOSS take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

- All lost property can be found in the main school lost property boxes, located in the first aid area.

Data Protection:

- BOSS collect personal details for you and your child to register and enable us to process bookings. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
- Buckden CE Primary Academy's Privacy Policy can be found via Magic Booking.

- Parents must agree to the terms and conditions of our booking system to book with us via Magic Booking.

Session Times, Fees and Charges:

7.30am – 8.35am (No Breakfast)	£ 5.00
7.30am – 8.35am (With Breakfast)	£ 5.50
3.15pm – 4.15pm	£ 5.00
4.15pm – 5.15pm	£ 5.00
5.15pm – 6.00pm	£ 5.00

Payments:

All bookings and payments are made through our online booking system 'Magic Booking'. An initial payment by card is needed to secure and confirm your booking, sessions are booked for the entire/remaining academic year on a contract basis, with a 6 week cancellation period. You will be able to select a monthly payment plan. Payments paid will be labelled 'magicbooking' on your card statements.

You will also be able to pay by childcare vouchers/TFC at the point of booking, we have listed our current voucher providers on Magic Booking, if yours is not listed please let BOSS know in order for it to be added for future bookings. The system will then give you the balance to pay based on how much you are planning to pay with the relevant vouchers.

You will still need to instruct your childcare voucher provider or government tax-free scheme to pay us. When paying with vouchers please reference your child's full name so that we can identify the payment our end and add the credit/payment to your account.

You will be able spread the cost of your booking with a monthly instalment plan. This only applies to bookings that last over 34 days and your payment plan will be of the same duration as the booking.

Your payments will be equal every month whereby you will pay the same amount every month regardless of how much you consume, the only difference is that there won't be any adjustment at the end of the period as these will happen in real time. If you cancel or add dates to an existing booking your monthly payments will automatically be adjusted to reflect the cost difference. After making your first payment online at the point of booking, your following instalments will automatically be taken on the same date every month. You will receive a reminder 5 days before your payment is taken.

Bookings that are for a period shorter than 34 days will have to be paid up front.

Waiting List:

If a parent books a full session on Magic Booking it will appear as a blue **Waiting List** status in the **Check Availability** stage of the booking. Parents/carers may cancel the waiting list anytime via Magic Booking. For a booking to be confirmed from the waiting list, BOSS will allocate a place on a 'first come first served basis' in date and time order from the booking system. Once a space has become available the parent/carer will receive a booking confirmation email and invoice from Magic Booking, and the cost of the sessions will be added to the booking.