



**Booking your child into Buzz Club indicates your acceptance of the following terms and conditions:**

### 1. General Information

- Buzz Club is a wraparound childcare service provided by Arden Primary School, operating under OFSTED registration number 106100.
- All Buzz Club policies are available on the Arden Primary School website.
- Only children attending Arden Primary School are eligible to attend the Before & After School Club. (The holiday club may be attended by other children in the community by contacting the school at [buzzclub@arden-primary.co.uk](mailto:buzzclub@arden-primary.co.uk)).

### 2. Bookings

- All bookings must be made in advance via Magic Booking, at least one hour prior to the start of any club session.
- Holiday club bookings must be made at least 2 days in advance to allow sufficient time for staffing and activity planning.

### 3. Fees & Payments

- Fees are due immediately upon receipt of your invoice.
- Payments can be made using credit/debit cards through our online system. We also accept Childcare Vouchers and Tax-Free Childcare, please ensure your child's full name is used as the payment reference.
- Please refer to the school website for current Buzz Club pricing.

### 4. Non-Payment

- If payment is not received as outlined above, your child's place cannot be guaranteed.
- Arden Primary School reserves the right to refuse further bookings if outstanding invoices remain unpaid.

### 5. Cancellations & Attendance

- You will be charged for any booked sessions that are not attended or not cancelled in advance.
- Please provide at least 24 hours' notice when cancelling a booked session, as staffing, food, and drinks will have been planned for.

### 6. Operating Hours

- Buzz Club operates in line with the school term dates of Arden Primary School.
- Opening Hours:
  - Before School Club: 7:30am – 8:45am
  - After School Club: 3:15pm - 6pm

### 7. Drop-off & Collection

- Children must be dropped off in the morning and collected at the end of the day by an authorised adult or a person over 16.

- Children will be escorted by club staff to their classes at 8:45am.
- Children in Nursery to Year 6 will be collected by Buzz Club staff at the end of the school day.
- It is the responsibility of the parent/carer to inform staff of any changes to the person collecting their child.
- Holiday club: Parents/carers must escort their child to the club door at the start of the session.
- Children must be collected promptly at the end of the booked session.
- If you arrive to collect your child after the 4:30pm session ends, you will be charged for the full After School Club session up to 6pm.
- A fee of £5 per 5 minutes will apply for any child not collected by 6pm.

#### 8. Absence Procedure

- If a child does not arrive at a booked session and the school has not been notified, the parent/carer will be contacted.
- If the parent/carer cannot be reached, the schools Designated Safeguarding Lead will be informed, in line with Arden Primary Schools attendance policy.

#### 9. Medical Information

- Parents/carers are responsible for ensuring that all medical and allergy details are accurate and up to date. This information is held directly with the school.
- If a child has a prescribed inhaler, parents/carers must provide one to keep in the Buzz Club first aid box.
- Buzz Club uses Medical Tracker to record, track and manage injuries, illness and the administration of medication

#### 10. Behaviour and Conduct

- While attending Buzz Club, children are expected to follow the school ethos and rules.
- In cases where a child's behaviour significantly disrupts the Club environment or they display persistent misconduct and they do not respond to fair and consistent attempts to address the issue, we reserve the right to withdraw their place at Buzz Club.