



POWERED BY CES



CHILDCARE & SPORT EDUCATION



Parent Handbook

Welcome to S4YC

Safe, secure and fun environments for children to learn and develop.

At S4YC we specialise in childcare, preschool, nurseries and sports education activities that help children realise their capabilities and develop new skills guided by the child's interest and level of learning focusing on their development needs.

As an Ofsted Outstanding Early Years Provider, S4YC provide a wide range of fun activities and sports coaching programmes during school, after school and during school holidays for children of all ages, our nurseries are open all year round for children aged 0-5.

We pride ourselves on our professional approach and are passionate about delivering leading childcare and out of school sports activity clubs.

Our Aims

Our main aim at S4YC is to facilitate children's play and education alongside a range of fun activities (age and development appropriate) in a safe, secure and welcoming environment.

We firmly believe that every child matters and that their voices should be heard. We endeavor to offer a service that is tailored to their requirements. We facilitate children's play and education through a range of exciting activities and work in close partnership with schools to improve the availability of childcare for working parents.

At S4YC we are committed to meeting the physical and social needs of the children in our care from their first day at nursery / preschool to their final days as a junior, through activities that differ from those that occur within the school day.

Our team of dedicated education professionals actively promote good working relationships between schools, parents, children and staff encouraging positive outcomes for children of all ethnic origins, religions, cultures, linguistic backgrounds and abilities ensuring that they feel valued and respected.

Important Contact Numbers

Our passionate team strive to inspire, encourage and challenge the children we work with through engaging activities that help children develop, learn and grow. All our current and up to date contact numbers can be found on our website <http://www.s4yc.co.uk/page/contact-us/6414>

Policies and Procedures

We take great care in ensuring we are constantly up-to-date with all current legislations and policies. We encourage parents and carers to read our policies and procedures, which can be found on our website www.s4yc.co.uk.

GDPR

We are committed to ensuring the security and protection of the personal information that we process and to provide a GDPR compliant and consistent approach to data protection. More information about GDPR can be found on our website at www.s4yc.co.uk.

Complaints Procedure

If you would like to make a complaint you should contact the manager of the setting or our Compliance Manager who will deal with the situation and keep a written record of any complaint and action taken.

Out of school complaints: paula@s4yc.co.uk

Early Years / Preschool complaints: karen@s4yc.co.uk

Sport / PE complaints: mike@s4yc.co.uk

Admissions and Registration

Book, manage and pay for activity clubs and childcare in one easy-to-use and secure place.

Admission to all of our S4YC out of school clubs, sports clubs, holiday clubs, nurseries and preschools is made via our online booking system, iPAL. Through iPAL, parents and carers can register their children to enable them to book and pay for activities and childcare in advance.

iPAL gives you full access to your account information and makes it easy to book and manage your child's, care and out of school club bookings and attendance.

Our online booking and payment platform is available 24 hours a day 7 days. Places are not guaranteed and are subject to availability. Please note that preschool and nursery settings may not be able to take emergency childcare bookings as adult to child ratios need to be considered to ensure there are enough staff.

The iPAL platform is used to securely store your child's medical records and emergency contact information and a way for you to inform the staff of any relevant information you feel we should know about. We ask that parents and carers provide all relevant information and as many contact details as possible in case we need to contact you in an emergency.

How to Register

Registering with iPAL is easy. Register in 4 simple steps.

Step 1. Visit www.s4yc.co.uk, then click Register or Make a booking.

Step 2. Complete the new parent registration form and click register

Step 3. Once you have completed your registration you will then need to add your child or children

Step 4. After you have registered you can use your username and password to sign in and make bookings.

Out of School Club Bookings

All bookings, excluding nursery or preschool set and funded sessions (please see nursery and pre-school set and funded hours section), are made via our online booking and payment platform, iPAL. Sessions are booked and paid for in advance, please note same day booking places are not guaranteed. Parents or carers will not be charged for bank holidays or professional days.

We ask that all sessions are paid for in advance. Any parent with unpaid fees will not be able to make any further bookings via iPAL. Should the balance remain unpaid after 7 days the account will be suspended until payment has been received.

Booking your child's sessions is your responsibility. **You will be charged a £3 administration fee per child for each booking made on your behalf.** If parents or carers continuously fail to book their child's sessions, in order to safeguard the children in our care, our setting and our staff, we may no longer be able to accept your child into our care.

Cancellations and Credits

If you want to make any changes to your child's booking, you need to cancel the session or sessions 7 days in advance. This is your responsibility and can be done via the iPAL booking system. **Please note that preschool funded and set sessions cannot be amended please see the policy below in the nursery/pre-school section.**

Any credit will be refunded to your online wallet and can be used to pay for future bookings. If your child is ill, it is important that you inform us (even if you can't cancel the session) so we know not to expect them on that day.

In the result of any over payment this will be returned upon your request to either your bank account or childcare voucher provider depending on the original payment method. Please note for re-funds back to a bank account the amount refunded will be subject to a 3% transaction fee.

Credits will be given if S4YC make the decision to close a setting fully, for example council enforced closures due to snow/strike days no credit will be issued.

Late Fees

If you are late collecting your child you will be charged £18 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise your child, the rental of the setting space and the school caretaker/site manager.

For example, if you are due to collect your child at 6pm and you arrive at 6.15pm you will be expected to pay a late fee of £18. This fee is automatically deducted from your iPAL wallet. If you were to collect your child at 6.16pm the fee would be £36.

Please note that the late fee will be applied on any occasion that you are late collecting your child not just after 6pm e.g. if you are late collecting your child after a sports session ending at 4.30pm. In exceptional circumstances, you may be able to appeal the late charge.

Payments and Fees

At S4YC, we accept the following payment methods.

1. Card Payments

Credit and debit card payments can be made instantly online, and card details can be securely saved for quick payments.

2. Childcare Voucher Payments / Gov Tax Free Payments

Please ensure that you have an S4YC account set up with your Government Tax Free account/Childcare Voucher Provider so that you can make payments to us. Each time that you make a payment to us from your Government Tax Free account/Childcare Voucher Provider you will need to add the details as a voucher on iPAL, this can be done in two ways:

- By clicking 'Pay By Voucher' which means you can add a larger amount and then make bookings using your iPAL wallet credit.
- If you are paying a monthly invoice, please click 'Pay Now' against your invoice and click 'Pay by Voucher'.
-

Please note that if one voucher payment is sent to pay multiple invoices, you will only need to add a voucher for the full amount against one of the invoices as iPAL will allocate any over payment to other invoices automatically.

Payments will be verified within 5 working days and you can only have 2 pending vouchers at any one time. Please also note that iPAL cannot take the payment for you and it is the parent or carer's responsibility to add the voucher information to iPAL.

Voucher Provider	Identification Number
Accor / Edenred	P20526337
Allsave	S4YC Out of School Club
Busy Bees	S4YC Out of School Club
Computershare	0026953694
Fidelity	S4YC Out of School Club
Kids Unlimited	336549
KiddiVouchers	CH65 6TQ
Sodexo	808993 / Post Code CH2 1ED
Co-Op	85104520
Care-4	66222647

Early Years Vouchers	10480
RG Vouchers	21777057305
Tax-Free Childcare	Select any S4YC setting

3. Wallet Credits

Any additional payments or refunds will show as a credit in your wallet which can be used to make bookings. You can also add funds to your wallet to pay for your child or children's bookings.

4. Other payment methods

Such as Pupil Premium, College Funded places, Childcare Grant Payment Services, My Family Care/Bright Horizons please contact amy@s4yc.co.uk for further information on these payment options.

Increase in Fees

Our fees are reviewed periodically depending on business costs, we will endeavor to keep fees as low as possible.

Nursery / Preschool Hours

We welcome children, parents and carers to visit our settings before the child's first day to view the facilities and meet the setting manager and staff. During this period a member of our team will outline the rules and routines of the setting such as snack and collection times and will be on hand to answer any questions you or your child may have.

Requesting your Days/Hours

Any set and funded days will need to be requested via your iPAL account:

- Click "Book Pre-school"
- Select "Add New"
- Fill in the form once you have finished please ensure you click "complete" You will receive an automated email to confirm it has been received.

The pre-school/nursery manager will go through some checklists with you to ensure you understand everything, this may be conducted via telephone or during your child's settling in session.

Once all checks have been completed your pre-set/funded hours will be booked on your behalf by our admin team, within 48 hours (excluding weekends) once booked in these places are guaranteed and you will receive an automated email to confirm once this has been done.

It is particularly important to check your selected sessions are correct as these sessions cannot be changed after 14 working days of them being added to the system, this will also confirm your child's start date with us.

Please note if you reserve a place for your child and decide to cancel prior to their start date you will be charged 1 full months fee's at the full rate.

Payments and Fees

Opening times and prices - Please refer to our Fee and Information letter for more information

Please note if December 24th falls on a “business” day the setting will close at 1pm. Fees will only be charged until this time.

Payments

Private Fee payers – fees are calculated per calendar month.

Funded children - Your yearly bill is calculated and will be split into equal monthly payments across the remaining months of the current school year.

Should your sessions or circumstances change or if you are entitled to funding mid-school year your bill will be re-calculated and any over or underpayments will be taken into consideration at that point.

All nursery and preschool payments are due by the 1st of each month, if payments are not received by the 7th, you will receive an email to remind you that payment is due followed by a second email to remind you to make payment. If payment is still not received, we will send you a final email and text message to remind you to make payment before we proceed to court action, prior to any court action we will suspend your bills which could mean your child's hours will be reduced to funded hours only, place will be fully withdrawn and/or you will be added to our opt list and snacks and consumables will need to be supplied.

Please note that should court action be required you will be liable for additional court fees. Please see our payment and debt collection policy for more information.

Any sessions missed due to non-payment will still require payment as per your parent contract.

Payment Calculation for Funded Children

Please see the calculations below to work out preschool and nursery fees.

Total hours per week - funded hours = additional hours

Additional hours per week x weeks per year = total additional hours

Total additional hours x hourly rate = total yearly cost

Total yearly cost / remaining school months = monthly bill (amount A)

Your monthly split bill, if applicable, will be deducted from your wallet each month on the 1st.

Ad-hoc Bookings

Please note that we do accept ad-hoc / emergency bookings but only as and when we have space and on a first come first served basis, these can be booked via iPAL Your balance must be fully up to date with any payments in order to book. We do not accept ad-hoc only bookings as this would not allow us to fulfil our educational duties. We cannot accommodate shift patterns.

Should any club be fully booked you will have the option to join the waiting list, then should any places become available we will notify you via email.

Spreading Funding

If you spread your funding or are attending the session outside of term time the venue may change during the school holidays. Please talk to your settings manager to find out if there are to be any changes to venue during school holidays.

Lunches

Please note not all settings offer a hot dinner option and a packed lunch will need to be provided. Please see our Fees & Information sheet for your chosen setting for more information.

Cancellations / Holidays / Absences

We operate to strict guidelines on cancellation and absences to ensure equal treatment and to manage the availability of sessions.

All types of bookings **cannot be cancelled** or amended under any circumstances and any charges incurred will still be payable. This applies if your child is off sick, self-isolating due to COVID-19 or any other disease, on Holiday, council/school forced closures or going to a Grandparents for the day. Upon signing your child up to S4YC you are confirming you agree to these conditions.

If for any reason S4YC decide to fully close a setting we will credit the appropriate fees (excluding the additional contribution) back to your iPAL account. Credits are not issued for forced closures by schools/councils.

If you wish to cancel your child's place completely this must be done in writing to lianne@s4yc.co.uk giving 30 days notice. Funded sessions cannot be cancelled or transferred to another setting unless you meet "exceptional circumstances" as set out by the local authority. Please note if you cancel your child's place prior to them starting with us you will be charged 1 month's fee's charged at the full rate of the sessions you have reserved.

In the result of any over payment this will be returned upon your request to either your bank account or childcare voucher provider depending on the original payment method. Please note for re-funds back to a bank account the amount refunded will be subject to a 3% transaction fee.

Please note we are unable to review individual circumstances and cannot authorise any changes that are not detailed within our changing days and holiday policies.

Changing Days

We operate to strict guidelines on changing days to ensure equal treatment and to manage the availability of sessions.

Parents can request the changes of hours once per term free of charge with 1 months notice. Termly changes will be effective from September, January or April of the academic year and can be requested via the iPAL. Any changes outside of these dates will incur an admin fee of £25.

Please note we are unable to review individual circumstances and cannot waiver this charge if changes are requested outside of these dates.

Late Fees, Non-booking fees and increase in fee policy for nurseries and pre-school are the same as out of school club as detailed above.

Parent's Contract

- All settings are owned and managed by S4YC.

- I consent for my child to attend sessions with S4YC. I understand that the setting has policies and procedures in place and that there are expectations and obligations relating to both the setting, myself and my child and I agree to abide by them.
- I understand that S4YC is a care facility and that, whilst my child is there, S4YC is legally responsible for him/her. I am aware that it is my responsibility to ensure that all contact details, dietary requirements and medical conditions remain updated on my iPAL account.
- I understand that, once my child is handed over to the setting he/she will be in the care of the S4YC staff until collected and signed out by a “Named” responsible adult over the age of 16 years.
- I understand that it is my responsibility to keep the Setting Manager informed of any alterations to the information regarding my child.
- I accept that, whilst at the setting, my child may get involved in messy activities so will provide my child with appropriate clothing to accommodate this.
- I understand that S4YC cannot admit my child into the setting any earlier than the appointed time and that I or another “Named” adult must accompany my child or children into the setting and sign my child or children in.
- If my child remains at 7.00pm in S4YC’s care, after doing everything possible to contact myself and emergency contacts, then I understand that S4YC will be legally required to contact Social Services.
- I understand that, if my child is collected late, I will pay a charge per the late fee policy within this handbook to cover the costs of the two staff who are legally required to stay to supervise my child
- For preschools and nurseries if parents fail to collect and staff can’t get hold of the parents or emergency contacts staff must inform Social Services after an hour regardless of finish time e.g. if session ended at 12.15 and parent had not turned up by 1.15 or if 6.00 and not turned up by 7.00.
- Whilst S4YC try to ensure the safety and security of items, I understand that they cannot be held responsible for anything that is lost and stolen.
- I have read the behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the setting and I will be liable to pay for these missed sessions. Should there be any incidents at the setting involving my child, I will be informed of the situation.
- I understand that, if my child has an accident, then he/she will be treated by a qualified first aider and I will be informed of the situation as soon as possible. If there is a situation where my child needs urgent medical treatment and I am unavailable, a member of staff from S4YC may sign any consent forms necessary for treatment on my behalf.
- Any information and details regarding my child will be treated as confidential. I realise, however, that there may be times, for example in cases of child protection concerns, when details of my child may be passed on to other agencies, for example, Police, Social Care, and Health Care Professionals.
- I understand that, where S4YC has endorsed my claim for Tax Credit, S4YC is legally obliged to notify the HMRC if I cease to use the service during the period of my claim unless I give a minimum of 10 days notice. My Tax Credit claim form will indicate that S4YC may be held jointly liable for any claim HMRC consider to be fraudulent.

- I understand that any additional paperwork or invoices required will incur a £25 administration fee. I understand that should S4YC need to make a booking on my behalf, then there will be a £3 administration fee per child per booking. I also understand that it is the parents or carers responsibility to manage the booking of sessions.
- If parents or carers continuously fail to book their child's sessions, S4YC may no longer be able to accept your child into our care to safeguard the children in our care, our settings and our staff.
- S4YC use social media to share important information and reach out to its many users, I understand that it is a breach of a staff member's privacy to name them on social media so will refrain from doing out of respect to the individual.

I have read and understood the above handbook and contract and by using S4YC services I agree to abide by them.