

Keyingham Kids Club Terms and Conditions

FOR YOUR INFORMATION:

In order for the Breakfast Club and the After School Club to run efficiently and safely, we need to make you aware of the following procedures.

By signing your child up to this service via the Arbor app., you confirm you have read and agree to these terms and conditions.

Breakfast Club:

- For insurance purposes, children must be delivered to the Breakfast Club, **by an adult**, from **7.30 am** onwards. If you arrive earlier than this, you will need to wait with your child.
- The telecom can be pressed which will connect you to the Breakfast and the After School Club, found to the left of the pedestrian gate. Please ring and a member of staff will see who it is on the intercom and release the gate. You may be asked for your details if not recognised. Please walk up to the main reception where you will be met by a member of staff.

After School Club

- Foundation Stage and Key Stage 1 children will be taken by a member of staff to the After School Club. Key Stage 2 will go directly to the Club themselves.
- The After School Club will operate from 3.15pm to 6.00pm (Friday 3.15pm to 5pm). Please collect your child before your chosen time.
- All children must be collected **by an adult**. No children will be allowed to leave the school site on their own or be collected by other children.
- All children must be collected by **6.00pm** at the latest (**5pm** on a Friday).

Late Collection Procedure

- Contact the school office on 01964 622319 if before 4.00pm.
- Contact Keyingham Kids Club on 01964 211647 / kkc@keyinghamprimary.co.uk directly if the school office is closed.
- All children must be collected **by your chosen time** or by **6.00pm (5pm on a Friday)**. If a parent/carer is late collecting their child past their paid time, a surcharge of £10.00 every 15 minutes, per child, will be made to cover the cost of salaries. This will be invoiced through the Arbor app. Should the cost not be met, the school will have the right to refuse admission to the Club.
- If late collection occurs three times, the school will have the right to refuse further bookings.

Late Booking Procedure

- All bookings need to be made through the Arbor app. The cut off for this will be 12 noon the day before the session. For example, if you needed to book on a Thursday afternoon, the booking for this will need to have been made before 12am on the Wednesday.
- Emergency or late bookings will incur a cost due to staffing. Please see below for further details.

Updated as of the 11/09/2026

General Information including cancellations

- All places for both the Breakfast and the After School Club **must be booked and paid for in advance.**
- If childcare vouchers/Tax Free Child Care payment schemes are used, please ensure you have emailed kkc@keyinghamprimary.co.uk when you have paid stating your reference and, amount and date of payment.
- If a child has not been booked onto either Breakfast Club or After school Club and they arrive at either session, a £10 surcharge, per child, plus the regular fee of the session, will be invoiced. This is to cover the costs of salaries/extra staff and must be paid for no later than the end of current month.
- Children will not be admitted to the club if fees are outstanding.
- Cancellation can be made via the Arbor app. (up to 48 hours in advance), after this time you can cancel by contacting the school by **midday the day before the booking.** Please be aware that any cancellations for Monday sessions must be made by **midday on the Friday before.**
- **Cancellations without the correct notice will still be charged for.**
- **Cancellations without the correct notice due to an emergency may be refunded with SLT approval.**
- Please do not use the driveway when dropping off or collecting your child.
- **The Breakfast and the After School Club has a direct telephone line to be used in an emergency only. This telephone number is 01964 211647.**
- The club is able to provide information to the relevant authorities for parents claiming working family tax credit.

Behaviour

Keyingham Primary Schools Behaviour Policy will be followed within the Club. All members of the Club, including staff, parents, children and visitors are expected to treat each other with respect. Bullying will not be tolerated. Staff will discuss with parents any behaviour issues relating to their child that need to be highlighted.

Policies

The Club will follow the school's policies in all matters. Copies are available on the school's website.

Health and Safety

The Breakfast and After School Club operate under the Health and Safety guidelines of Keyingham Primary School. Policies and procedures for first aid and administration of medicines are fully in line with Keyingham Primary School. All staff are fully trained to meet health and safety requirements.

Pupil Information

The club uses contact details and medical information from current school records. Parents are responsible for ensuring they inform the school office of any changes to pupil information.

Staffing

Play work Lead: Mrs S Harrison, Miss S Kay and Miss Dobson
Play Worker: Mrs L Mills

Safeguarding

Keyingham Kids Club will follow all policies and procedures that Keyingham Primary School have in place.

Please email kkc@keyinghamprimary.co.uk confirming you have read and accepted the terms and conditions. Thank you.

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