



Dragons Before/After School Club Balsall Common Primary School Academy

Balsall Common Primary School
Balsall Street East
Balsall Common
CV7 7FS
Tel: 01676 532254

E-mail: dragons@balsall-common.solihull.sch.uk
Web Site: www.centralschooltrust.co.uk

Terms & Conditions for Dragons Before/After School Care

- Registration forms must be completed in full before your child can be allocated a place and updated on request by Dragons. A separate form should be completed for each child.
- Confirmations of your bookings are available by viewing your iPal account. We are unable to make any changes to your booking without 1 months notice. It is therefore very important that you are certain of the sessions you require at the time of booking as these are the sessions that you will be invoiced for and we are not able to issue any refunds.
- Bookings will open on the 1st of every month for the following month and invoices will be issued on the 14th of every month with payment required within 14 days of the date of the invoice.
- All additional charges such as flexible bookings and late pick ups will be invoiced in arrears on the 1st of every month, with payment required within 14 days.
- Payments are non-refundable for any reason and fees cannot be waived.
- Payments must be made within the required time, failure to do so may result in bookings being cancelled and placements withdrawn.
- Payments can be made by iPal, with childcare vouchers (a list of acceptable schemes available from Dragons) or through the government tax free scheme.
- Parents/Carers are liable to pay any charges incurred if payments fail, these charges will be added to their account.
- In the event that payments are not received by the due date we will engage in the following procedure:
 - Stage One – a reminder will be sent asking for payment within 7 days
 - Stage Two – If payment is not received a warning letter will be issued asking for payment within 7 days. A £15.00 administration fee will be added to the total amount.
 - Stage three – If payment is not received within 7 days of the warning letter the child(ren's) place(s) may be withdrawn and the outstanding debt (plus 10%) will be referred to a debt collection agency.
 - Stage four – If full payment has not been received a letter will be sent advising that court action is being taken in compliance with the Practice Direction on Pre-Action Conduct.
- Any parent/carer who experiences difficulty in paying invoices should contact the Administrator for Dragons do discuss the situation in confidence.
- In the event of unavoidable closure eg severe weather or heating failure, Dragons will not be available and a full refund will be given for any booked sessions.
- Where a child attends an after school activity before attending Dragons, fees will be charged from the end of the school day, to ensure your child's place is reserved in the event of the activity being cancelled.
- Before school club operates from 7.30 am, parents are asked not to arrive before this time.
- Every child must be signed into Dragons each morning by an authorised adult. Written permission is required if you wish your child to walk unaccompanied to Dragons, which can be obtained from the Executive Principal by emailing Dragons.
- An authorised adult must sign a child out of Dragons on each afternoon or written permission obtained as above.
- If your child will not be attending a Dragons session it is important that you advise the school as soon as possible so appropriate staff can be informed.

- If you are late collecting your child by more than 1 minute, an initial late collection fee of £12.00 can be applied to the account which is addition to the normal club cost. Further charges will apply for persistent late collection.
- Dragons operates under the policies of Balsall Common Primary School.
- By booking on iPal you are agreeing that you have read, understood and agree to abide by all of our terms and conditions. Please be advised that the Executive Principal and Governors reserve the right to amend these as required.