



Terms and Conditions

The Orchard Operating Hours

The Orchard breakfast club is open from 7.45am – 8.30am for preschool children and 7.45am - 8.55am for children in Reception to Yr6.

The Orchard afterschool club is open 3.45pm – 6.00pm for preschool children and 3.25pm to 6.00pm for children in Reception to Yr6.

It operates 38 weeks of the year during term time and is closed for all school holidays, teacher training days and statutory bank holidays.

Booking and Fees:

From April 2026 you will need to use the online booking system Kids Club HQ to reserve a place for your child at The Orchard. Bookings can be made using the following links which can also be found on the school website:

<https://lapworthschool.kidsclubhq.co.uk/rdr?u=home> – general 'home' page for parents for registering/logging in.

<https://lapworthschool.kidsclubhq.co.uk/rdr?u=contract-guide> – use this link for making a set pattern/contract booking.

<https://lapworthschool.kidsclubhq.co.uk/rdr?u=ad-hoc-guide> – use this link for making an ad hoc booking.

A non-refundable booking and admissions fee of £5 will also be payable at the time you first register your child with the club.

Fees are payable monthly in advance at the time of booking. For set pattern/contract bookings invoices will be issued for payment 10 days before the start of the following month. Payment for ad hoc bookings will need to be made at the time of booking.

A late payment fee of 5% will be applied to any account if payment is not received by the due deadline and your child's place at The Orchard cannot be guaranteed.

We offer several options for payment:

- By bank transfer payments
- By childcare vouchers
- By HMRC tax-free childcare payments

Please note that payment via Parentpay will no longer be available.

If you have booked / reserved your child's place in The Orchard and for whatever reasons they do not attend, fees for those booked places are non-refundable.

Four weeks' notice needs to be given to cancel your child's place at The Orchard. If you require additional ad hoc extra days, over and above your contract, these can be booked subject to availability. All ad hoc bookings will be charged at the higher standard rate regardless of the amount of notice given.

The Orchard will give at least four weeks' notice of an alteration to fees or our agreements with you. With effect from September 2024, fees are reviewed and increased annually at the start of each academic year.

Four weeks' notice is required from parents for any change of days to the agreed pattern.

What is included within the fees?:

As well as resources and activities for your child, we include breakfast in the morning and an afternoon snack after school.

Children's Information and Personal Records:

When you first register an account on the Kids Club HQ booking system you will be required to provide contact, medical and dietary details, etc. prior to your child starting at The Orchard. This information will be referred to, when necessary, by The Orchard staff.

It is the responsibility of the parent to ensure that this information is kept updated throughout your child's time with us.

In line with current Safeguarding and Welfare requirements, you will be required to indicate which parents have parental responsibilities for the child. It is vital that the information we hold for your child is current and correct.

Illness and Absence:

It is the responsibility of parents / carers to keep any child away from the school club if they are unwell.

Any child suffering from any illness, should not attend The Orchard until they are well enough or have completed the required isolation period in accordance with NHS advice. Should a child become ill whilst at The Orchard, every effort will be made to contact the parents / carers asking them to collect the child. In the meantime, the child will be kept comfortable until they are collected.

Other exclusions apply. Fees for absences will not be reimbursed. If your child cannot attend due to unexpected closure then refunds will be considered upon request.

School Club Policies and Procedures:

Parents are required to read and adhere to all relevant policies and procedures.

Termination of placements:

The Orchard Childcare reserves the right to terminate a place, if payment terms and conditions are not adhered to. Termination of places may also be made if there is any inappropriate behaviour by parents, carers or children to other children and any member of the staff team.

Smoking:

Smoking is not permitted inside the preschool or school or any clubs or within the school grounds.

Mobile Telephones:

Mobile telephones are not permitted to be used within the school grounds.

Collecting Children:

The Orchard staff must be notified if you make arrangements for your child to be collected from the School Club by anyone other than those detailed on your registration form as having parental responsibility and we would ask that we are informed of the person collecting as soon as possible and before the actual time of collection. The safety and wellbeing of the children in our care is of the utmost importance.

Late collection fees:

The opening time of 7.45am and closing time of 6pm must be strictly adhered to. Failure to comply will result in extra charges being made to you. Late collection fees will be added to the invoices at a charge of £10 for the first 15 minutes and an additional £5 for any additional 15 minutes thereafter.

Data protection legislation:

The school is registered with the Information Commissioner for holding and processing of personal data. The school has a duty to protect this information and to keep it up to date. The school is required to share some of the data with other agencies including Warwickshire County Council and the Department for Education. Please see our Privacy Notice on our school website for full details of how we use and share the above personal information.

Please note that you have the right to withdraw or amend your consent for the sharing of personal information at any time, although we will need to have certain personal information to fulfil our legal duties. You can notify us of a withdrawal of or any changes to your consent in writing by contacting admin3147@welearn365.com.