



BROADWATER
CHURCH OF ENGLAND
PRIMARY SCHOOL

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Wrap Around Care Failure to Cancel a Booking Policy 2021-2024

Turn your ear to wisdom and apply your heart to understanding (Proverbs 2:2)

Broadwater is a Christian School. We will enable children to become wise, confident, successful learners with the motivation, skills and responsibility to make a positive difference in God's world. Our vision is underpinned by the values we live by.

The Holy Spirit produces this kind of fruit in our lives: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control. There is no law against these things! Galatians 5:22

It is this fruit that, in partnership with parents, we will instil in the children of our school.

Broadwater Church of England Primary School Failure to cancel a booking policy

Broadwater Church of England Primary School takes the responsibility to ensure the welfare and safeguarding of the children in our care extremely seriously. When a child is on our register for the school Wrap Around Care club but is not present, we are legally bound to immediately locate the child's whereabouts.

Our prime concern is for the safety and well-being of all the children in our care.

If a child cannot be located, our staff will implement the **Missing Child procedure** immediately.

Once the child has been safely located, the Manager/Supervisor will contact our administration team, where they will log the details of the non-cancellation.

Cancelling Sessions

Should your child not be attending a session that they are booked in for, it is the responsibility of the parent to follow the procedures stipulated below:

- Each day that you have a session booked, you will be sent an email to notify you that your child is registered that day.
- You are able to cancel individual sessions online by following the below steps:
 - 1. Log into your account and go to "Bookings" then "Cancel individual session"
 - 2. Locate the session you would like to cancel
 - 3. Click "Edit" then "Cancel".
- If you are unable to access your online account to cancel a session, you are able to reply to the email and we will cancel the session on your behalf.
- If you wish to cancel an afternoon session after 2.30pm, a phone call must be made to the club office on **01903 235389**. We will then ensure that the Manager/Supervisor and staff are informed.
- Cancellations made to the Manager/Supervisor verbally are not permitted and must be processed on our online booking system or by telephone to our admin team.

Terms of non-cancellations – can be adjusted, but we recommend making these stringent to avoid future problems

- Parents will receive **3 warnings** for failing to cancel their club session.
- On the fourth occurrence, parents will be notified of a suspension to their account, with no opportunity to place term time bookings for the duration of the 3-month suspension.
- Non cancellation details will be held on our record for 12 months', after this time, the record will be cleared.
- You will be notified twice of each occurrence: once on the telephone from the Manager/Supervisor (as they follow the **Missing Child procedure**) and once by email from childcare bookings.
- Correspondence for non-cancellation of sessions will be as follows:

1st instance - The Manager/Supervisor will discuss the cancellation policy on the telephone with the parent once they have confirmation the child has been located safe.
The office staff will send an email.

2nd instance - The Manager/Supervisor will discuss the cancellation policy on the telephone with the parent once they have confirmation the child has been located safe.
The office staff will send an email.

3rd instance - The Manager/Supervisor, once the missing child has been safely located, will discuss with the parent, our cancellation policy and **issue verbally their final warning** for not cancelling sessions.
The office staff will send an email and print a written copy to be given to the parent at club on their next booked session.

- **4th instance** - The Manager/Supervisor, once the missing child has been safely located, will inform the parent that we will be cancelling their permanent booking with 1 calendar months' notice and prevent the opportunity to make ad hoc bookings. The office staff will send an email and print a written copy to be given to the parent at club on their next booked session.

If a parent fails to cancel a session that their child is registered to be attending in this notice period, we will cancel your booking with immediate effect.

Suspension of term time bookings

- The suspension of a parent's account will be for **3 calendar months**
- Within this time, they will not be able to use the Wrap Around Care provision for any term time childcare.
- The suspension of using our services will commence from the day after the last day of the notice period and will be confirmed in writing.
- Permanent bookings will be cancelled
- Upon completion of the 3 months' suspension, the parent will be able to make new bookings. These will be subject to availability at the time.
- No permanent booking spaces will be held during the suspension period.

(In this document the term parent refers to the adult with parental responsibility.)

This policy was adopted by: Broadwater Church of England Primary School	Date: July 2021
To be reviewed: Annually	