

## Happy Stars After School Care Club User Agreement

Thank you for choosing our After School Care Club. Please take a moment to read and understand the terms of this agreement, which ensures the safety and wellbeing of all children in our care.

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### 1. Access and Parking

To ensure a smooth and safe pickup process, please follow these guidelines:

- **Parking:**
    - The **preferred parking location** is at the **village hall car park**, which is located just past the school on the left-hand side when approaching from Bromesberrow. This car park has ample space.
    - Parking is also available at the front of the school; however, **space is very limited**, and we strongly encourage parents to avoid using this area.
  - **Arrival and Collection:**
    - Upon arrival, please call the designated **After School Club mobile phone number** provided during registration.
    - A member of staff will escort your child to meet you for handover either at the bottom, field gate by the village hall carpark or at the front of the school.
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### 2. Accidents, Medicines, and Illness

We Prioritise the health and safety of all children and operate under the **Primary Quest Policies** for First Aid and medicines.

#### Accidents:

- All staff members are **first aid trained** and equipped to handle minor injuries.
- If your child requires **first aid treatment**, you will be informed at the time of collection or contacted immediately for more serious incidents.

#### Illness:

- If your child becomes unwell while in our care, we will contact you immediately to arrange collection as soon as possible.
- To minimise the spread of illness, please do not bring your child to school if they are unwell or have an infectious illness (as per school policy).

#### Medicines:

- If your child needs medication during club hours:
  - A **Medicines Consent Form** must be completed and submitted through your child's school office before medication can be administered.

- If your child has specific medicine that requires training, staff must have time to complete this before your child can attend.
  - This form will also detail dosage and administration instructions.
  
  - **Allergies and Medical Conditions:**
    - Parents/guardians must provide updated information regarding their child's allergies or medical conditions during registration.
    - It is the **parent's responsibility** to keep this information current and ensure all medicines are within their expiry date.
  - Staff will ensure any required medicines are transported between settings when necessary, but if you are able to provide additional this would be best.
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### 3. Emergency Evacuation

Happy Stars operates under the **Primary Quest Policies** for Fire and Lockdown.

- All staff are **fire awareness trained** and understand the procedures to follow in the event of an evacuation.
  - In case of a lockdown, staff are trained to implement safety measures effectively.
  - The **Redmarley Primary Premises** has its own **Lockdown Procedure** tailored to its unique setting and buildings.
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### 4. Behaviour

Happy Stars strives to create a safe, happy, and nurturing environment for all children.

- Both schools use a **Restorative Practice approach**, which helps children:
    - Better understand their choices.
    - Recognise the impact of their actions on others.
    - Learn how to make better choices in the future.
  - If a child's behaviour is deemed unsafe, we will speak to parents to address the issue.
    - Should unsafe or inappropriate behaviour persist, a **behaviour plan** will be implemented in partnership with parents.
    - Exclusion from the club would only occur in **extreme circumstances**. Please refer to your school's behaviour policy for more details.
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### 5. Safeguarding

- The **Happy Stars Safeguarding Lead** is **Mrs. Laura Hankins**, who works in partnership with **Bromesberrow Primary's Designated Safeguarding Lead (DSL), Miss Leonie Mison**.
- Together, they ensure all safeguarding protocols and systems meet requirements.

- All staff have received **safeguarding training**.
  - Happy Stars operates under **Redmarley School's insurance**, with the insurance certificate displayed prominently.
  - All policies are available through the **Primary Quest Website**.
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## 6. Special Educational Needs (SEN)

- As part of registration, you will have the opportunity to share information about your child's additional needs.
  - Schools will also securely share relevant information with us to ensure appropriate support is in place.
  - Staff will support all additional needs and will seek guidance from school **SENCO's** as necessary.
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## 7. News and Communications

- Updates about activities and important information will be communicated via:
    - Your child's school newsletter.
    - Email or text messages.
  - In the case of an **emergency closure** (e.g. due to flooding), Happy Stars staff will send a text message requesting you to collect your child as soon as possible.
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## 8. Curriculum

- Children will have access to a variety of activities, interspersed with "**down time**" to mimic a relaxed home environment.
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## 9. Food

- Your child will receive a **snack and drink** before 4:00 PM. Water is available at all times.
  - Dinner will be served between **5:00 PM and 5:15 PM** and will be nutritionally balanced.
    - We will cater to all dietary requirements and take children's likes and dislikes into account as much as possible, but cannot offer extensive choices in order to keep costs down.
  - Key staff are **food hygiene** and **allergen awareness trained**.
  - Dinners must be booked at least **one week in advance**, as we do not have extra food on hand.
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## 10. Billing and Payment

- **Timely payment** is required to maintain the service.
  - If you are struggling to meet payments, please speak to your child's school office to arrange a **payment plan**.
  - Please note that services may be paused for your child until any outstanding balances are cleared as part of debt management.
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## 11. Late Collection

- Please ensure that you collect your child on time.
  - Repeated late pickups may result in a **late fee** being charged in line with Trust policy. Please remember we have to pay staff extra to cover this.
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## 12. Data Protection

- We will ensure that all data is stored securely and disposed of in line with **GDPR** regulations.
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## 13. Prices

- Please refer to the **Happy Stars Brochure** for current pricing.
  - We work hard to keep fees as low as possible for as long as possible.
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By signing this agreement, you acknowledge that you have read, understood, and agreed to the terms outlined above. Your cooperation helps us create a safe and nurturing environment for your child.

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I agree to the user agreement as outlined in the Happy Stars User Agreement.

Child/ren's Name.....

Signed ..... Dated .....