



Ely and Caerau Children's Centre
Michaelston Rd
Ely
Cardiff CF5 4SX

Canolfan Plant Trélai a Chaerau
Heol Michaelston
Trelai
Caerdydd CF5 4SX

HOLIDAY CLUB TERMS AND CONDITIONS

As always, we endeavour to meet the flexible and diverse needs of our families. Our core purpose is to serve the families of Ely and Caerau and we realise that it is not always possible to offer the exact amount of time that families want. We would ask that parents/carers recognise that we are providing a service and doing our very best to accommodate where possible.

We strive to create a respectful environment where everyone feels valued and heard and hope that parents and children will also behave with courtesy, consideration and a positive attitude towards others.

Important Booking Information

- 1 Every Holiday Club will have a cut off date for bookings, which will be notified in advance.
- 2 No provisional Holiday Club bookings will be taken over the 'phone or by email.
- 3 In the case of Holiday Club being held over more than one week, parents must confirm their requirements for the **whole** period. We cannot accept late bookings.
- 4 All bookings must be made in person, in advance, with payment made by the deadline given. (Please let us know if you are entitled to the Childcare Offer or Assisted Place Scheme).
- 5 Bookings will be accepted on a first come, first served basis, following the criteria outlined below.

Booking Criteria

There will be a system for booking, with set criteria in the following order of priority:

- a) Children who already attend Ely & Caerau Children's Centre and their siblings
- b) Children from the Ely & Caerau area, who have previously attended the Ely & Caerau Children's Centre
- c) Other children living in the Ely and Caerau area.

If, when the cut-off date arrives Holiday Club has not reached capacity, then places will be allocated following the criteria below.

- d) Children who are looked after and not residing in the Ely and Caerau area.
- e) Children whose parents are working to provide a public service to Ely and Caerau (eg NHS, Blue Light)
- f) Children from outside the area who are aged under 5
- g) Children from outside the area aged between 5 and 11.

- 6 Please note that full fees are payable for places booked regardless of illness or holiday and are non-refundable unless the session is cancelled by ourselves. If your child is unable to attend for any reason, we cannot accept substitutions.

The happiness and well-being of our children during Holiday Club sessions is important to us and we reserve the right to withdraw the place of any child displaying extreme negative/disruptive behaviour.

Lateness: Please arrive promptly for the start of the Holiday Club session. If a parent is unreasonably late in collecting their child without contacting the Centre to inform us, or is persistently late, a charge will be made at a rate of £5.00 for every half hour or part thereof and we may be obliged to contact Children's Services.

I have read the above and agree to the Terms and Conditions outlined.

Signed..... Date