



**St. Stephen's Stars
Terms and Conditions for Parents**

Parents and Carers should read these Terms and Conditions carefully, sign and return the final page.

Please keep a copy of the Terms and Conditions for your records.

Terms and Conditions for Parents and Carers

Introduction

These are designed to give everyone involved with a clear picture of how the scheme is organised. Our aim is to establish good practice and clear guidelines as to what parents, staff and children may reasonably expect from one another.

Eligibility

Stars is open during term time and is available to all children from Reception to Year 6 who attend St Stephen's Primary School full time. It is based at St Stephen's School. . All queries should be directed to the Stars Manager, Jo Meier tel: 0208 892 3462, Mobile 07857 812556 email: Stars@St-Stephens.richmond.sch.uk (daily 7.30am to 6.15pm).

Session Times			Charge per session
Monday - Friday	Breakfast Club	7.30am – 8.50am	£9.00
	After School Club	3.15pm – 6.15pm	£22.00

PLEASE INFORM THE STARS MANAGER OF INTENTION TO WITHDRAW YOUR CHILD FROM STARS OR AMEND THEIR SESSIONS OF ATTENDANCE VIA EMAIL. CHILDREN ARE AUTOMATICALLY RE-ENROLLED EACH HALF TERM UNLESS OTHERWISE NOTIFIED. NOTICE OF HALF A TERM MUST BE GIVEN OTHERWISE A CHARGE WILL BE INCURRED.

The Aims and Objectives of STARS

STARS aims to provide good quality before and after school care at a reasonable cost, where the children can benefit from a secure, caring environment.

The following general principles will be employed at STARS to ensure overall good practice on a daily basis:

- Children's welfare and development are paramount.
- The children will be required to follow simple instructions from STARS staff in order to maintain a safe and happy environment.
- Different cultural and religious values will be recognised and respected.
- There will be a commitment to equal opportunity.
- Children will be treated and respected as individuals.
- Parents' responsibility for their children will be recognised.
- Activities will provide stimulating play opportunities with a comfortable area for relaxation.
- Parents' needs may differ from their children's needs.
- Bullying will not be tolerated.

Admissions, waiting lists and notice period

Administration of the waiting list is delegated to the STARS Manager.

June 2025

Payment of Fees

Fees must be paid in advance upon receipt of invoice (issued twice termly). Payment must be made for all sessions booked in advance of children attending. Fees are non-transferable and non-refundable when STARS remains open, the exception being when half a term's notice is given in writing to withdraw from STARS.

Refunds will not be given if the child is absent due to illness, on holiday or any other reason unless STARS is closed.

Payment of half-termly invoices can be made by childcare voucher, the Government tax-free childcare scheme or via the school's online payment systems (ParentPay). Payment of ad hoc sessions, where available, can also be made via ParentPay.

To make payment by ParentPay go to account, and then to your STARS bookings.

For childcare voucher payments please use the following details: Ofsted number: 102915, Post Code TW1 1LF

The Manager has the right to issue a formal warning to the parent/carer and inform them that non settlement of payment arrears will result in their child's place at the Club being forfeited. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Club for the remainder of that week. Each case will be considered on its merit.

To cover the cost involved in chasing payment, there will be an administration charge of £22.00 for late payment of fees.

The Management of STARS

The school is responsible for all aspects of STARS services. In recognition of parents' continued interest in STARS, a survey is sent out once a year and the results of the survey are discussed with the school leadership and the governing body.

The Day to Day Running of STARS

Parents' first point of contact for queries is the Manager, whose responsibilities include:

- Designated Safeguarding Lead
- Co-ordinating staff, ensuring that the approved ratio of staff to children is always met and that a full range of activities is available.
- Receiving applications for places at STARS, maintaining the waiting list, registering children as places become available.
- Liaising with line managers re staff recruitment, purchase of equipment, expenditure etc.
- Maintaining the Accident Book.

Children attending STARS should be collected from the Winchester Road Gate using the intercom system.

Children's Behaviour

A copy of the Behavioural Policy is on display in STARS. It is very important that all children at STARS feel happy and secure and the staff work hard to achieve this. The children need to be aware that their co-operation is important and parents/guardians are asked to support their children understand that all usual school policies also apply whilst in STARS.

It is most unusual for any child to find difficulty in settling in and enjoying STARS. If a child is unhappy or persistently behaving in a way which interferes with other children's welfare, the STARS Manager will

discuss the matter fully with the parents concerned. Similarly, any parental concerns should be raised with the Manager.

If the problem cannot be resolved readily, the Manager will arrange a meeting with the child's parents and the Class Teacher and/or Phase Leader to discuss the best way forward. The child will be placed on two weeks' probation. If the behaviour does not improve then further meetings will be arranged with the deputy head teacher and then head teacher. If a child is deemed a danger to others they will be excluded immediately.

The school's Complaints Policy and Procedure is available on the school website:- <https://www.st-stephens.richmond.sch.uk/>

Parent's Responsibilities

It is vital that everyone co-operates so that STARS can run smoothly. When children are accepted and given a place at STARS, parents are asked to read, ensure understanding and sign these term and conditions which constitutes a contractual agreement.

STARS is self-funded. The school cannot use its funds to pay for any aspect of the STARS service. Therefore, it is essential that invoices are paid on time.

Parents must ensure that contact details are always up-to-date. All documents which require parent/guardian signatures must be completed before any child attends STARS.

Parents should:

- Speak to the Manager with any ideas or suggestions;
- Refer to the St Stephen's policies on Behaviour, Equal Opportunities, Health and Safety and Child Protection.
- Note that, under Child Protection Legislation and as with any other childcare providers, STARS is obliged to contact Social Services if there are any concerns about any child or children.
- Ensure all key school policies such as Acceptable Use Policy and Home school agreement are read, understood and followed in school.

Food at STARS

STARS adheres to the St Stephen's School policy of being a nut and red and bell pepper (and it's derivatives) free school. At both sessions we provide a wide variety of healthy and balanced snack food. Any allergies should be listed within the application form.

This is an example of a day's menu:

Morning session: Toast with/without butter and a choice of jam spreads. A selection of fruits, cereals and yoghurt.

Afternoon session: Variety of fruits and vegetables eg. Apples, tomatoes, bananas, carrots and cucumber, sweetcorn, a selection of cheese and cold meats alongside a choice of bread, wraps or pitta bread.

Dairy and Gluten Free options are available and all food offered at STARS is in line with the Food in School Policy.

Assisted Places

Assisted places are available in cases of hardship. Please speak to the Manager if an assisted place is required. These are subject to availability. The following criteria will apply:

- Each applicant will be assessed individually.
- A reference will be sought from, for example, a statutory body, college, or employer.
- Any special restrictions on Grants awarded to STARS by organisations/charities will be adhered to.
- Places awarded will be reviewed on a termly basis.
- All applications will be regarded as strictly confidential.

Absence

It is vital to let the Manager or another member of STARS staff know by means of an email, telephone call or in person, if your child is not going to attend a session which has been booked.

If a child does not arrive when expected, it is a matter of considerable concern and if a reason for absence, e.g. non-attendance at school, cannot be found and the parent/guardian cannot be contacted we will follow the usual protocols as outlined in our attendance policy.

Collection of Children

It is very important that children are collected by the end of the session promptly. Please make alternative arrangements if you are going to be late, and inform the Manager of the situation. Afternoon sessions end promptly at 6.15PM.

The Manager will monitor the collection of children and a charge of £10.00 per 15 minutes will be incurred by parents who collect late – after the 6.15pm deadline. To comply with Council Policy, if the child is not collected by 30 minutes after the deadline, Social Services will be informed.

First Aid, Accidents and Illness

Accidents can occur at any time. All staff on duty have a current First Aid certificate. The Manager will be responsible for the first aid equipment and, in the case of any emergency, takes charge of the incident. All staff will be familiar with procedures.

In accordance with the school policy, medicines may be administered if the school consent form has been completed and medicines are transferred to STARS when the child attends.

In the event that a child becomes ill whilst at STARS, parents/guardians will be informed and arrangements made to take the child home.

Health and Safety

For the safety of your child it is important that STARS is aware of any disabilities, special needs or medical issues before they join. This will be achieved by filling out the registration form in detail.

Staff Training

All staff have received training in First Aid, Safeguarding including online safety and food safety.

Fire Drills and Lockdown

Regular fire and lockdown drills will take place to ensure that all children are familiar with the routine of evacuating the building safely.

Please get in touch if there is any part of these terms and conditions that need clarifying.

I have read and understood the terms and conditions to attend STARS. I am aware that notice of half a term must be given should I wish to amend or cancel my child(ren)'s place.

Child(ren)'s Name(s):
.....
.....

Signature:

Date.....

Please remove this page and return to the STARS Manager or the school office for the attention of the STARS manager. You can also email a scanned copy to stars@st-stephens.richmond.sch.uk
Thank you.