

Terms and conditions

1. Fees, payments, cancelations.

Fees:

Parents / carers are responsible for fees and payments when using KCA services, unless direct funding has been agreed by the local authority, education setting, health provider or another funding source. When direct funding has been agreed by the local authority, education setting, health provider or another funding source KCA will need to receive detailed confirmation in writing by the officer responsible.

Fees for each activity and support ratio are set out on KCA website under [Costs > Kids Can Achieve](#).

Up to two free settling in / taster sessions may be offered based on assessed need.

We may review fees at any time according to Local Authority Service Level Agreement. We will provide you with at least four weeks' notice of any revision to fees.

Payments:

Fees are charged when booking your sessions and payable within 30 days of receipt of your invoice by BACS or card payment over the phone.

We reserve the right to suspend your child's place at KCA if your payment is overdue and until full payment has been made.

Cancellations:

To avoid charges you need to provide at least **two days' notice** for bookings of Saturday Club, Holiday Schemes and One to One & Community Based Support.

To avoid charges you need to provide at least **four days' notice** for bookings of After School Club.

No refund or swapping of sessions will be given for days where your child has been absent due to illness or holidays, and you have not provided notice as required for each service and explained above.

No swapping of sessions will be given for days when we are closed due to public holiday or when we are closed on any other designated days as required under KCA policies (which we will make known to you in advance), or if we take the decision to close due to events or circumstances which are outside KCA's control.

KCA will not charge if we take the decision to close or cancel services due to events or circumstances which are outside KCA's control.

Late collection fees:

Late collection fee at £10 per 15 minutes applies if you arrive to collect your child later than the official collection time.

2. Parent's responsibilities:

- a. Complete and return our registration form before your child starts at our services. Immediately inform us of any change to the provided information on the registration form which includes your contact details, medical needs, care agreements.
- b. Complete relevant medication or other consent forms and provide clear information when administration of medication, feeding or hoisting is required. You will be asked to sign over medication to a team member and provide medication prescribed and labelled for your child that is in date.
- c. Keep us informed about your child's health and contact us via phone or email if your child is too unwell to attend KCA. If your child appears unwell and brought into to KCA, they may be refused admission.
- d. We do not provide care for children who are unwell, have a temperature or diarrhoea, sickness, or an infectious disease. You child will not be permitted to attend KCA for at least 48 hours or until they are symptom free if they are suffering from a contagious illness such sickness, diarrhoea or chicken pox.
- e. Children who are on antibiotics cannot attend KCA for the first 48 hours of starting them. Immediately inform us if your child is suffering of any contagious disease. Inform if you administered medication such as Calpol or other pain relief or antihistamine.
- f. We ask that your child stays at home if they have covid19 symptoms or other flu like symptoms and inform us immediately. There are several other illnesses where your child is required to stay at home such as Scarlet Fever (Strep A group), diarrhoea, chicken pox. Please contact NHS 111 for advice and KCA so we can control outbreaks.
- g. Keep us informed of the identity of the persons who will be collecting your child from our services. We will require proof of identity if the person collecting your child is not usually responsible. If we are not reasonably satisfied that the individual can collect your child, we will not release your child to their care.
- h. Immediately inform us if unable to collect your child from our services by the official collection time.
- i. Inform us as far in advance as possible of dates on which your child will not be attending our services.
- j. Do not expect us to accept your child in our services before the official start time. Arrive for drop off / pick up of your child at the designated time slot given to you.
- k. The number of children with nut allergies is increasing and children who attend our services have complex health needs. With the support of parents, we aim to keep KCA NUT FREE. Parents are requested not to send food or other products that may contain nuts or nut oil (e.g. sun creams).

3. KCA's responsibilities:

- a) Support children with Kindness and be Ambitious for their physical, emotional and social development.
- b) Provide you with regular verbal updates about your child's progress both verbally and through [Kinderly Together](#).
- c) Notify you as soon as possible of any days on which KCA will be closed.
- d) Offer parents as much as reasonably practical for the operation, choice of days to book services, according to their needs or care package requirements.

- e) Inform you and ask you to collect your child if we considered that that your child is unwell.
- f) Keep updated with changes in guidance by Department for Education & UK Health Security Agency.
- g) We have an obligation to report any instances where we consider that a child may be at risk of harm or neglect and do so without your consent or without informing you.
- h) The number of children with nut allergies is increasing and children who attend us services have complex health needs. With the support of parents, we aim to keep KCA NUT FREE. Parents are requested not to send food or other products that may contain nuts or nut oil (e.g. sun creams).

4. Transport

We provide pick up and drop off with our buses to some children and young adults who live in Harrow as part of their assessed need or agreed care package.

We endeavour to collect all children before the start of the session; however, this may be delayed at times due to traffic or other external factors which are out of our control. We do not allocate designated time slots for each child and our collection plan is based on assessment of children needs, number of stops and geographical area we need to cover.

Travel assistants call parents to give 20 minutes notice before arrival. Parents need to ensure that their child will be ready to be picked up and they escort their child onto the bus as travel assistants will be supporting passengers using the bus already. Transport should not be delayed any longer than 5 minutes and may depart.

5. Child clothes and possessions:

We will ensure that all clothing, bags and lunch boxes are returned every day. Please label/tag clothes (e.g coats), shoes, bottles, lunch boxes.

Unless we specifically requested your child should not bring any of their own toys to our services. If they do bring toys, we will have to keep them out of our play areas, and we accept no responsibility for any loss or damage to those toys.

6. Snacks & meals:

We will provide your child with healthy snacks, juice, and water and you need to pack healthy lunch which does not contain nuts and supports healthy eating. Please avoid packing fizzy drinks, candy, or confectionary with high levels of sugar.

Links

Information for parents

[Parent Area > Kids Can Achieve](#)

[News > Kids Can Achieve](#)

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

Contact Us

- Queries & bookings for After School & Saturday Club, Community & 1:1 support, Holidays Schemes centre.manager@kidscanachieve.co.uk
- Children & Young Adults Manager, Riya Gaglani riya.gaglani@kidscanachieve.co.uk
- Children & Young Adults Assistant Manager, Kymbelica Reece kymbelica.reece@kidscanachieve.co.uk
- Family Support queries and referrals (family workers) family.service@kidscanachieve.co.uk
- Head of Children & Families & Designated Safeguarding Lead, Ilias Kostalas ikostas@LDNLondon.org

