

T: 01462 416243
E: pixbrook@bestacademies.org.uk
W: www.pixbrookacademy.co.uk



Pix Brook Academy, Stotfold Road, Arlesey, Bedfordshire SG15 6XS

PBA EXTRA TERMS AND CONDITIONS

Please be aware that Pix Brook Academy is not obliged or required to offer this service, we do so solely to help busy parents and families. PBA Extra is operated on a not-for-profit basis.

Confirmation of Place

Your child's place will be confirmed by email. This confirmation will include details of your child's allocated sessions and commencement date.

PBA Extra Fees

Sessions are priced at £2.50 per half an hour. Invoices are sent in arrears via ParentMail every Monday and fees should be paid by the due date as soon as possible. Failure to make prompt payment by the deadline will impact on your child's place at PBA Extra. Fees will be reviewed at the start of each academic year.

Attendance and Absence

All children should attend regularly at the sessions booked. Notice should be given 48hrs in advance of absence for holidays, appointments, fixtures etc. and as soon as possible in case of illness. If you book a place for your child at PBA Extra, and your child does not attend on more than three occasions without notification or a valid reason eg. illness, then we reserve the right to withdraw your child's place at PBA Extra. It is your responsibility to ensure your child knows what arrangements you have put in place for their care when school finishes at 3:05pm.

Booking of Sessions

PBA Extra accepts bookings on a regular basis i.e. daily/weekly. In certain circumstances, by prior arrangement, PBA Afterschool will accept bookings on an "ad hoc" basis but, these bookings will only be accepted in writing with a minimum of 3 days notice.

Behaviour

PBA Extra will follow the Academy's Behaviour Policy. If your child's behaviour is causing concern at PBA Extra then we may request a meeting to discuss their place.

Collection/Departure

Children should be collected from PBA Extra by 5.30pm. On arrival at PBA, parents/carers should wait in the reception. Once notification of their arrival is received, the supervisor will send children out to meet parents/carers, and mark the child "Out" on the register.

Cancellation of Place

If at any time you should decide that you no longer wish to retain all or some of your child's place at PBA Extra, please advise in writing as soon as possible, a minimum of 4 weeks notice of cancellation is required.

Refunds/Credits

Refunds for cancelled sessions will only be issued in exceptional circumstances.

Cancellation of Session(s)

If your child will not be attending a booked session, you must advise PBA Extra by email or phone call to the academy office, otherwise procedures for missing children will be followed. Failure to advise absence on more than 3 occasions within an academic year, may result in your child's place at PBA Extra being withdrawn.

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Clubs and Fixtures at Pix Brook Academy

It is parent/carers responsibility to advise PBA Extra if your child is attending an extra-curricular club or fixture taking place after school. PBA Extra will expect your child to attend once the extra-curricular club has finished, unless notified otherwise.

Complaints Procedure

Complaints should be addressed in writing to Mr S Adams (Sadams@bestacademies.org.uk)

Late Collection

Children must be collected by 5.30pm. If collection is late on more than 3 occasions within an academic year, then your child's place at PBA Extra may be withdrawn.

Missing Children

If a child is listed on the register to attend but does not arrive that child will be listed as "missing". The PBA Extra member of staff will contact other members of staff and/or the site agent. If unable to locate the child within the school grounds then parents/carers will be contacted on the numbers provided at registration. If PBA Extra is unable to make contact then the emergency contacts will also be used. Multiple attempts will be logged and if necessary, the police will be contacted.

Sickness/Emergency Treatment

In the event of a child becoming ill whilst at PBA Extra, the parent/carer will be contacted to arrange collection. In the case of an infectious illness the recommended exclusion time must elapse before the child can be readmitted to PBA Extra. PBA Extra will adhere to the guidelines provided by the Health Protection Agency. In the case of an emergency, PBA Extra will contact the appropriate health professionals. If attendance at a hospital is required a member of staff will accompany the child and remain with the child until the child's parent/carer arrives. PBA Extra will continue with attempts to make contact with the parent/carer using the emergency contacts provided at registration if necessary.

Supervision

Children will be supervised at a ratio of 1:30. PBA Extra will be limited to a total of 30 children.

Uncollected Child

If a child has not been collected by 5.30pm then parents/carers will be contacted on the numbers provided at registration. If PBA Extra is unable to contact parents/carers then the emergency contacts will also be used. Multiple attempts will be logged and if necessary, police and/or social services will be contacted.

Unforeseen Closure

In the event of closure of PBA Extra due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the Academy, PBA Extra will close and the parent/carer contacted to collect their child

PBA Extra reserves the right to change the above terms and conditions as and when the need arises. One month's notice will be given in writing to notify parents/carers of any changes. (September 2019)