



MACS Holiday Contract Terms and Conditions

School Holidays Only

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1. Holiday Service

MACS hours of operation during holiday time are as follows.

Our holiday clubs are open from 7.45am. Breakfast is only served until approx 9.15am. Breakfast includes a choice of toast, cereal, fruit juice or water and fruit. Children are involved in choosing our snack options along “Hungry for Success” Guidelines.

Weather permitting supervised outside play for all children will be encouraged.

Snack is served in all projects and this will be displayed on each projects notice board or wall. Fresh drinking water is available at all times.

It is compulsory that you and your child attend an induction before commencing MACS.

MACS projects close at 6pm. Parents must collect children by 5.55pm at the latest to enable staff time to sign out your child or give feedback.

If your child is collected after the closing time on a regular basis, this may result in additional charges as per our fee sheet and could result in your child’s place being reviewed.

2. Exceptional Circumstances.

In the event of unforeseen circumstances MACS may have to take the exceptional decision to close the service. This will be for health and safety reasons or being unable to secure further appropriate accommodation. In the event of extreme weather conditions MACS may have to take the decision to close service earlier than expected. All parents will be contacted as soon as possible to enable them to make alternative arrangements for collections. It is important that emergency contact numbers are kept updated.

In the event that numbers are lower than anticipated we reserve the right to operate from one location that we will specify.

3. Fees

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A one off registration fee per family is charged to cover administration costs as per our fee sheet. Some projects may have additional transport charges.

Fees must be paid only by either direct debit or vouchers. Direct debits are paid to our account by the 12th of the month. Vouchers must be settled within 7 days of the first day of the month. Full fees must be paid at all times during school holidays unless you have given MACS one months notice in writing to use your retainer fee discretion. We require the May deadline to be met when booking places for the Summer holidays. We must have a returned booking form in all circumstances even if you do not require a place. We will assume if no booking form has been returned by the deadline date that you do not require the service. If you request a place after the deadline date a late booking fee will apply as per our current fee structure. Once booked any changes to dates are at MACS discretion according to availability.

Unfortunately if payment is not received by the dates stated above, your child's place may be reviewed. Any charges occurred by MACS in relation to your overdue account will be recharged to your outstanding invoice. This includes any action that may be required through a small claims court.

If we require to close early or are unable to operate a service due to exceptional circumstances, we will not have made this decision lightly. We will charge full fees on this occasion. We would review this policy in the event of unforeseen long term closure.

4. Notice Period

Your holiday contract runs for a minimum of 1 year from the date of signing your contract and will continue until any notice is given. If you request to change to an occasional contract or withdraw your contract within the year you may be charged retrospectively to the beginning of that year the higher published fee. We require 4 weeks' notice for either any change to your contracted days or to withdraw your child from MACS. Changes to contracted days are subject to MACS approval. All fees must be paid until the notice period has expired. We will assume that your child will return in the following year unless you have given 4 weeks' notice. This is particularly important in August for those parents who may not require the following year.

Medical Procedures

A strict policy of 24 hours clear must be adhered from any viral infection. This is to ensure that infection does not spread and to ensure health and safety for all. You must advise us if your child has been in contact with any infectious diseases in recent weeks.

If a child becomes ill during MACS service we must be able to contact a parent or carer on emergency numbers. We will contact the first person named.

In some circumstances we may contact you for further advice on your child and in some cases it may be necessary for you to arrange immediate collection.

If we are required to administer medication to your child at any time, you must have completed an administration of medication form as per our policy. Time must be allowed to complete these forms. A Dr's letter may be required in some medical circumstances this is to comply with insurance regulations and you will be informed if this is required in your child's circumstances. Any changes to regular written medication advice must be notified immediately to senior staff.

5. Parents as Partners

MACS respect the contribution from parents, carers and children in evaluating our service. We have a participation strategy to ensure we take into account the views of our staff parents, carers and children to enable us to make positive changes in our practice. We have an open door policy whereby staff are always willing to discuss any concerns or suggestions, however if you require an individual meeting at any time this can be arranged with senior staff.

As a family service we are committed to providing a workplace where our staff can deliver a safe environment and quality service to all we come in contact with. We take acts of verbal or physical aggression towards our staff and around our children and clients very seriously and we will take action in the form of exclusions against any person who does not respect this policy. In extreme circumstances this may even result in police action being sought.

If your child is experiencing any difficulties at MACS we will work in partnership with parents, carers and children to develop individual Playcare Plans.

We also operate a Promoting Positive Behaviour Policy to work in partnership with parents and carers to discuss strategies that we can work co-operatively on.

6. Child Protection

As per our child protection policy we may make a record of confidential information relating to any concerns on children to ensure that they are safe and secure. We may be unable to provide parents or carers with information should a child disclose anything that may require involving a child protection agency. Any information given would only be given under that agencies guidelines.

7. Collection

Children may only be collected by authorised persons over the Age of 16. (This is the age of legal consent). There is a section within the registration form for this. Unfamiliar persons will be asked for proof of identity. However a parent or carer must inform the project if any

other person will be collecting their child in advance. Any parent who is not authorised to collect, the authorised parent must provide evidence in the form of a solicitor's letter.

8. Property

MACS will not be liable for any loss or damage to children's individual property. We actively discourage children from bringing in their own toys, electrical equipment or phones.

As we encourage children in risky, outdoor and art and craft play you may wish to provide your child with appropriate shoes and clothing. Please note due to storage these cannot be left overnight in the project. We do not allow any electrical equipment or phones that have a camera under our Cyber Bullying Policy. These items will be confiscated until the close of day and returned to parents if they are used inappropriately.

9. Excursions and Activities

All children who have completed a global permission form will be allowed to undertake local trips. We will only contact you if you have requested this on the permission form.

Any activities which have a higher risk will require you to complete a separate permission form. e.g. swimming.

Older children are offered activities that are age appropriate this includes accommodation where numbers, staffing and opportunities permit.

On a few occasions we may offer a holiday date where all children must attend the trip arranged for that day. You will be notified of this in advance but it is expected that if you do not wish your child to attend the activity you may have to make alternative care arrangements.

10. Policies and Procedures

All our policies and procedures are in booklet form within our projects. We will also highlight policies on our website www.macs.uk.com. Copies can be requested from each Project Manager. We discuss policies and routines with you during induction but we can diary individual meetings if requested at any time during the year.