



Parent/Guardian Handbook

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About Us

Welcome to PALS

At PALS we specialise in childcare provision and sports education activities that help children realise their capabilities and develop new skills guided by the child's interest and level of learning focussing on their development needs.

We pride ourselves on our professional approach and are passionate about delivering leading childcare and out of school sports activity clubs.

Our team of dedicated education professionals actively promote good working relationships between schools, parents, children and staff encouraging positive outcomes for children of all backgrounds.

Our Aims

Provision:

We aim to provide a happy, positive environment where children can feel safe and secure at all times.

Attitudes:

By developing effective relationships between peers, teachers, parents and guardians we aim to improve the local community and enhance the community spirit.

Learning:

By providing a stimulating and engaging learning environment, our aim is to develop the children mentally, physically and emotionally.

Self:

We want to promote the participants self esteem, development and confidence using constructive dialogue and positive attitudes.

Meet our Senior Team

Dedicated to improving outcomes for everyone that we work with.

Our passionate team strive to inspire, encourage and challenge the children we work with through engaging activities that help children develop, learn and grow.

Andy Preston	Managing Director / Safeguarding Lead / Finance	playandlearnscheme@gmail.com	07921 522175
Matt Parker	Managing Director / Safeguarding lead	playandlearnscheme@gmail.com	07764 501092
Lee Lysons	Managing Director / Sports Lead	playandlearnscheme@gmail.com	07854 668507

Policies and Procedures

We take great care in ensuring we are constantly up-to-date with all current legislations and policies. We encourage parents and guardians to read our policies and procedures, which can be found on our iPal page

GDPR

We are committed to ensuring the security and protection of the personal information that we process and to provide a GDPR compliant and consistent approach to data protection. More information about GDPR can be requested accordingly.

Complaints Procedure

If you would like to make a complaint you should contact email us and we will deal with the situation and keep a written record of any complaint and action taken.

Email: playandlearnscheme@gmail.com

Admissions and Bookings

Admissions and Registration

Book, manage and pay for childcare in one easy-to-use and secure place.

Admission to all of our PALS childcare provision is made via our online booking system, iPAL. Through iPAL, parents and guardians can register their children to enable them to book and pay for activities and childcare in advance.

iPAL gives you full access to your account information and makes it easy to book and manage your child's, care and out of school club bookings and attendance.

Our online booking and payment platform is available 24 hours a day 7 days a week and allows you to book sessions up to the evening prior to the start of the session. Places are not guaranteed and are subject to availability.

The iPAL platform is used to securely store your child's medical records and emergency contact information and a way for you to inform the staff of any relevant information you feel we should know about. We ask that parents and guardians provide all relevant information and as many contact details as possible in case we need to contact you in an emergency.

How to Register

Registering with iPAL is easy. Register in 4 simple steps.

Step 1. Visit <https://pals.schoolipal.co.uk>

Step 2. Complete the new parent registration form and click register

Step 3. Once you have completed your registration you will then need to add your child or children

Step 4. After you have registered you can use your username and password to sign in

Bookings and Fees

All bookings are made via our online booking and payment platform, iPAL. Sessions are booked and paid for in advance and can be made up to the evening prior to the start of the session. Parents or guardians will not be charged for bank holidays or professional days.

We ask that all sessions are paid for in advance. Any parent or guardian with unpaid fees will not be able to make any further bookings via iPAL. Should the balance remain unpaid after 7 days the account will be temporarily suspended until payment has been received.

Unable to Book

In the event of the iPAL system not working please contact hello@completeeducationsolutions.uk for bookings.

Payments and Fees

At PALS, we accept the following payment methods.

Card Payments

Credit and debit card payments can be made instantly online and card details can be securely saved for quick payments.

Childcare Voucher Payments

We accept Childcare Voucher Payments from the providers detailed further in this handbook. Please let us know if we are missing a provider. Childcare Voucher payments can be made via iPAL in two ways:

- Add voucher payments to your wallet so that you can then use your wallet for ad-hoc bookings
- OR make a booking and select to pay by Childcare Voucher

When making a payment with Childcare Voucher it is important that you provide us with all the information including the provider name to help us locate and verify your voucher payment and that you ensure payments are transferred from Childcare Voucher accounts at the time of booking.

You will also need to log in to your Childcare Voucher provider's account and make the payment manually to S4YC. Please note this can take up to 5 working days to be verified.

Please also note that iPAL cannot take the payment for you. It is the parent or carer's responsibility to add the voucher information to iPAL. It can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.

Using Childcare Vouchers

If you wish to make payment via Childcare Vouchers, please find the S4YC user codes below.

Voucher Provider	Identification Number
Accor / Edenred	To Be Confirmed
Allsave	To Be Confirmed
Busy Bees	To Be Confirmed
Computershare	To Be Confirmed
Fidelity	To Be Confirmed
Kids Unlimited	To Be Confirmed
KiddiVouchers	To Be Confirmed
Sodexo	To Be Confirmed
Co-Op	To Be Confirmed
Care-4	To Be Confirmed
Early Years Vouchers	To Be Confirmed
RG Vouchers	To Be Confirmed

Please note that it can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.

Wallet Payments

Any additional payments or refunds will show as a credit in your wallet which can be used to make bookings. You can also add funds to your wallet to pay for your child or children's bookings.

Funded Sessions

For more details please refer to the nursery and preschool funded session section of this handbook.

Pupil Premium

In some instances, we can accept payments via pupil premium. This would be discussed and agreed on an individual basis.

Cancellations and Credits

If you want to make any changes to your child's booking you need to cancel the session or sessions 7 days in advance. This is your responsibility and can be done via the iPAL booking system.

Any credit will be refunded to your online wallet and can be used to pay for future bookings. If your child is ill, it is important that you inform us (even if you can't cancel the session) so we know not to expect them on that day.

Late Fees

If you are late collecting your child you will be charged £5 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise your child, the rental of the setting space and the school caretaker/site manager.

For example, if you are due to collect your child at 5:30pm and you arrive at 5.45pm you will be expected to pay a late fee of £5. This fee is automatically deducted from your iPAL wallet. If you were to collect your child at 5.46pm the fee would be £10.

Increase in Fees

Our fees are reviewed annually and may be subject to an increase at the beginning of the school year. Fees will remain unchanged for the remainder of the school year and until the next annual review.

Parent's Contract

Parent's Contract

All settings are owned and managed by Play And Learn Scheme.

I consent for my child to attend sessions with PALS. I understand that the setting has policies and procedures in place and that there are expectations and obligations relating to both the setting, myself and my child and I agree to abide by them.

I understand that PALS is a care facility and that, whilst my child is there, PALS is legally responsible for my child. I am aware that it is my responsibility to ensure that all contact details, dietary requirements and medical conditions remain updated on my iPAL account.

I understand that my child will be provided with a snack and drink whilst at the setting unless otherwise requested. My child will receive stimulating, challenging play activities and learning opportunities in a fun and safe environment.

I understand that, once my child is handed over to the setting he/she will be in the care of the PALS staff until collected and signed out by a "Named" responsible adult over the age of 16 years.

I understand that it is my responsibility to keep the Setting Manager informed of any alterations to the information regarding my child.

I understand that PALS cannot admit my child into the setting any earlier than the appointed time and that I or another "Named" adult must accompany my child or children into the setting and sign my child or children in.

I understand the start and finish times for each session and, if for any unforeseen circumstances I am going to be late, I will contact the Manager/Deputy. I understand that Social Services will be contacted for any "abandoned" children.

If my child remains uncollected, after doing everything possible to contact myself and emergency contacts, then I understand that After School Club will be legally required to contact Social Services.

I understand that, if my child is not collected on time, I will pay a charge of £5 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise my child. This charge goes up an extra £5 for each 15 minutes you are late.

If my lateness is due to exceptional circumstances, I understand that I can contact playandlearnscheme@gmail.com to explain and appeal the late charge.

Whilst PALS try to ensure the safety and security of items, I understand that they cannot be held responsible for anything that is lost and stolen.

I have read the behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the setting and I will be liable to pay for these missed sessions. Should there be any incidents at the setting involving my child, I will be informed of the situation.

I understand that, if my child has an accident, then he/she will be treated by a qualified first aider and I will be informed of the situation as soon as possible. If there is a situation where my child needs urgent medical treatment and I am unavailable, a member of staff from PALS may sign any consent forms necessary for treatment on my behalf.

Any information and details regarding my child will be treated as confidential. I realise, however, that there may be times, for example in cases of child protection concerns, when details of my child may be passed on to other agencies, for example, Police, Social Care, and Health Care Professionals.

I understand that any additional paperwork or invoices required will incur a £15 administration fee. I understand that should PALS need to make a booking on my behalf, then there will be a £2 administration fee per child per booking. I also understand that it is the parents or carers responsibility to manage the booking of sessions.

If parents or carers continuously fail to book their child's sessions, PALS may no longer be able to accept your child into our care in order to safeguard the children in our care, our settings and our staff.

I have read and understood the above terms and conditions and by including my children in any S4YC activity I agree to abide by them.