



Terms & Conditions

1. Services & Eligibility

- **Exclusivity:** The Den Care Club (the "Club") is a wrap-around childcare service available exclusively to current pupils of Highfield Primary School.
- **Operating Hours:** After-school sessions run from the end of the school day until 5:00 PM, Monday to Friday, during term time only.

2. Admissions & Booking

- **Registration:** A completed registration form, including medical and emergency contact details, must be submitted before a child's first session.
- **Booking:** All sessions must be booked in advance via the website thedencareclub.co.uk
- **Ad-hoc Sessions:** These are subject to availability and must be confirmed by the Club Manager.

3. Fees & Payment

- **Payment Terms:** Fees are payable Weekly in arrears.
- **Vouchers:** We are unable to accept Childcare Vouchers and Tax-Free Childcare payments.
- **Arrears:** The Den Care Club reserves the right to suspend a child's place if fees remain unpaid for more than 14 days.

5. Health, Safety & Wellbeing

- **Safeguarding:** We follow strict safeguarding procedures in line with Highfield Primary School and local authority guidelines.
- **Illness:** Children who are unwell or have infectious conditions (following NHS exclusion periods) should not attend.
- **Behaviour:** We promote a "Home Away from Home" atmosphere. We reserve the right to exclude a child if their behaviour consistently endangers themselves or others, following a consultation with parents.

5. Collection of Children

- **Authorised Persons:** Children will only be released to parents or authorised persons named on the registration form. A password system may be used.
- **Security:** Staff must be notified in writing/phone if a different person is collecting the child.



The Den Care Club

6. Liability & Property

- Personal Items: While we encourage play with LEGO and games, the Club cannot be held responsible for the loss or damage of personal items brought from home (e.g., tablets or toys).
- Insurance: The Den Care Club Ltd holds full Public and Employers' Liability Insurance.

8. Data Protection (GDPR)

- All personal data is stored securely and used solely for the purpose of providing safe childcare. Details will only be shared with Highfield Primary School or medical professionals in an emergency.