



Terms and Conditions

The most important thing is for your child to have fun and enjoy coming to Bluebells. We will provide a safe and secure environment where children will be able to take part in a range of creative and fun activities.

Bluebells gives children a chance to make new friends, learn new skills, relax, take part in energetic but safe games and enjoy new experiences, all within a caring environment in which parents/carers can place their full confidence.

Management of Bluebells

Bluebells is owned by Onside Coaching Coventry and East Warwickshire (Childcare and PE) LTD. The leadership of Bluebells is delegated to the Director, Lottie Jones, with Bluebells Manager managing the provision on a day-to-day basis.

Opening Hours

- Breakfast club: 7.45am – 8.45am (term time only). Children will walk directly from Bluebells to school and be dismissed at their classrooms.
- After school club: 3pm – 6.00pm (term time only). Children will be collected from classrooms and walked over to Bluebells.

By registering your child with Bluebells, you consent to Bluebells staff collecting your child from LLPS.

Making a booking

- All bookings must be made by clicking on the following link: <https://bluebells.onsidelive.co.uk>
- Fees must be paid at the time of booking, half-termly in advance.
- A booking confirmation/receipt will be emailed on completion of your payment
- We use Stripe to process our online transactions. It is reliable, secure and you don't need an account in order to use the service. We do not store credit card details, nor do we share customer details with any 3rd parties.
- You will be able to use childcare vouchers if this facility is open to your family. Voucher payments must be made in advance so that your account can be credited before you need to make your booking
- From January 2024 the cost to pre-book half termly slots will be:
 - Morning session 7.45am – 8.40am £5.00 per child (includes breakfast)
 - Afternoon session 1 3pm – 4pm £5 per child (includes a snack)
 - Afternoon session 2 4pm – 5pm £4.50 per child
 - Afternoon session 3 5pm – 6pm £4.50 per child
- From January 2024 the cost of **any ad-hoc session** will stay the same. Ad-hoc sessions will become available 7 days before the date.
- Fees will be evaluated each September
- If you have any issues, please email bluebells@onsidecoaching.co.uk to contact the manager.

Signing in and out of sessions

- Children should be dropped off and picked up from Bluebells front door. Parents should ring the bell to alert staff.
- Parents may collect their children part way through a session, but payments must be made for the whole session.
- The names and contact details of those people able to collect the child(ren) will be recorded by the parent/carer when setting up a booking. If there is going to be a change to the collection arrangements, parents/carers will be required to contact the wraparound during the day in order to report this; they will need to provide the name of the adult who will be collecting the child(ren) and a password. Only designated adults (over 16 years) will be allowed to collect children.

Snacks

- Children will be provided with breakfast in the morning as long as they arrive by 8.20am. Children who attend the provision between 3pm – 4pm will be given a snack.
- Fruit will be available as a snack during all sessions.
- Individual dietary needs will be catered for.
- Drinking water is readily available.
- Staff have basic food hygiene and preparation certification

Allergies

Parents/carers are responsible for telling Bluebells staff if their child(ren) has an allergy. These can be entered for each child on your online account under the heading “Additional Information”. The necessary precautions will be taken to safeguard the child, including displaying medical information in the appropriate places and providing staff with relevant/specified training if required.

Non-attendance

- Please notify Bluebells staff with at least 24 hours’ notice if a child is not going to be attending their session (unless ill then notify on the day). Otherwise, we will not know an absence is planned and will follow “missing child” procedures.
- Charges will be made for absences
- Credit Notes will only be given in extreme circumstances
- Families that persistently cancel sessions may lose their place the following term

Eligibility

Children must be enrolled at Long Lawford Primary School to be eligible for a place

Behaviour

Bluebells have their own behaviour policy. Children should follow the school rules of “Be Safe, Be Considerate and Be Responsible”. If a child fails to follow these rules, they may need to sit out of a session and parents will be informed. If a child is regularly not following these rules, then parents will be invited to a meeting with Bluebells Manager to create a plan to support behaviour.

Resources and equipment

The children will have the opportunity to enjoy a range of resources and equipment that have been purchased specifically for Bluebells.

Supporting information

Bluebells have their own policies and procedures. The following documents may be of particular interest with regard to Bluebells and are available upon request:

- Behaviour Policy
- Anti-bullying Policy
- School SEN Information Report
- Safeguarding and Child Protection Policy
- Complaints Policy
- Data Protection Policy

SEND and Additional Requirements

- Bluebells is inclusive, and we would like to work with parents to effectively meet the needs of all children
- Please inform us of medical requirements before the child starts at the club. These can be entered of each child on your online account under the heading “Additional Information”.