



## Owl Club Parent/Carer Contract

Child/ren's Name(s) \_\_\_\_\_

- I consent for my child to attend Owl Club. I understand that the club has policies and procedures (which are available for reference at the club), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.
- I agree that on the dropping off of my child(ren) at Owl Club they become the responsibility of Owl Club staff, however, on the signing-out of my child(ren) from Owl Club they are no longer the responsibility of Owl Club staff.
- I understand that Owl Club is a play setting and my child(ren) will be provided with a snack and drink and not a meal whilst at the club.
- I agree to give reasonable notice to the Club when my child(ren) is/are not going to be attending their normal place at Owl Club. If my child(ren) is/are absent from Owl Club and the Play Manager has not been informed, then they will be treated as a *missing child*, in accordance with Owl Club Policies.
- I will book my child(ren) into the Club on a permanent basis and I accept that it is my responsibility to pay my fees promptly for all booked sessions whether my child attends or not (e.g. due to illness, playdates or holidays), if my account gets more than a month in arrears, my place may be withdrawn from the Club.
- It is my responsibility to keep the Owl Club Manager informed of any alterations to the information regarding my child (e.g. contact details, medical conditions, etc).
- I accept that my child may take part in messy activities while at Owl Club. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
- I agree to contact Owl Club if I am going to be delayed picking up my child(ren) and I understand that Owl Club will charge me a Late Fee of £25 if I am late on more than 2 occasions in any one term or I am over 30 minutes late to cover the cost of staff who are legally required to supervise my child.
- If I do not collect my child by 6.15pm, and the club has been unable to reach me or any of my emergency contacts, I understand that Owl Club will follow its Uncollected Children Policy.
- I agree to provide 2 weeks notice, in writing, for cancellation of places.
- Whilst Owl Club tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.
- I understand the club's Behaviour Policy and agree to its terms and appreciate that in some circumstances it may be necessary to suspend or exclude my child from the club, and I will pay for any missed sessions unless otherwise agreed with the Manager.
- If there are any accidents or incidents at Owl Club involving my child, when being informed I will fully support Owl Club staff regarding the outcome.
- If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from Owl Club will sign any consent forms necessary for treatment on my behalf.
- I understand that aggressive and abusive behaviour towards staff will not be tolerated. I agree to treat all staff with courtesy and if I have any complaints, I will take these to the Play Manager and if not satisfied with the response I will follow the Complaint procedure.
- Information held by Owl Club regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- I agree that I will not use a camera, mobile phone or other mobile device whilst on club premises.
- I understand that my and my child(ren)s personal information will be stored on the Club's software



**Our pledge to parents**

We value our relationship with parents/carer and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Share and discuss your child’s achievements, experiences, progress and friendships.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.
- Keep you informed of opening times, fees, charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Be available to discuss decisions about the running of the club.

**Permissions and Consents**

<b>Photographs: (Please circle your answer)</b>		
Each child for our database (Mandatory)		
EYFS Observations, Ofsted Evidence Files, Club Displays	YES	NO
Club Website	YES	NO
Social Media	YES	NO

I give my consent for my child/ren to take part in off-site activities, all of which are under guidance and supervision of Owl Club staff (e.g Field of Oz)	YES	NO
I give my consent for Owl Club staff to seek medical advice and administer treatment and medication on my behalf. Staff will contact you before administrating any medication in case of any changes with medical requirements or allergies.	YES	NO
I give consent for my child/ren to have face paint	YES	NO
I give consent for my child/ren to have henna tattoos.	YES	NO
I give consent for my child/ren to have their nails painted whilst at the club.	YES	NO
I give consent for my child/ren to watch PG rated movies – staff will always supervise	YES	NO
I give consent for my child/ren to use the internet whilst at the Club during ICT sessions – staff will always supervise	YES	NO
I give consent for Owl Club to share information regarding my child’s support needs, welfare and wellbeing with other agencies including Oswald Rd School and Health Care Professionals	YES	NO
I confirm that I have parental responsibility/legal guardianship of the child(ren) named on this form	YES	NO

By accepting a place for my child(ren) at Owl Club I agree to abide by the above Terms & Conditions and acknowledge that I have read and understand all the points. N.B. Repeated failure to adhere to these Terms & Conditions, in the spirit as well as in the substance, will mean that my place(s) at Owl Club may be withdrawn.

**Signature:** .....  
**(Parent/Legal Guardian)**

**Full Name:** .....

**Date:** .....



## Owl Club Parents/Carers Privacy Notice

At Owl Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email, social media and post, so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a service or supplier (e.g. Tuf\*C Sport coaches) to run activities at the club to ensure we are compliant with health and safety
- have obtained your prior permission.

We hold a database of child and parent/carer information on a third-party system to enable us to provide the best possible service to your customers.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

**Please sign and date below to confirm that you have read this Privacy Notice and that you give your permission for us to contact you regarding relevant matters.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*