

## **Wise Pay Payment Procedure and The payment of Goods and Services Including the Out of school care booking procedure, Terms and Conditions**

**This Payment Procedure applies to all payments made for goods and services from Houghton Conquest Lower School and Houghton Conquest Pre-school.**

Wise Pay is an online booking and payment system for school goods and services.

All parents will be allocated a Wise Pay user name and receive an invitation by email to log into Wise Pay. They will be prompted to reset their password. Parents can log into their account and see all historical orders and payments made through Wise Pay.

Card details are **not** visible or shared with the school at any time. Passwords are **not** shared with the school.

The school add products for the parent to choose and add to their basket. Several items can be added to the basket at any one time. When the selection of products is complete one payment can be made for all of the products in one payment.

### **Out of School Hours Care - Booking**

You will be sent an email to the registered email address at the school and invited to log into Wise Pay and reset your password. Once registered your account is ready to add products that the school have loaded.

The number of spaces available at any one session will be clearly visible. When you select a place you will be prompted to add it to your basket. You may book the Breakfast Club up to 6 hours before the start of the session and you may book After School Care up to 30minutes before the start of the session.

You will be required to fill out a Child Registration Form before your child can access the Club. It includes crucial information regarding your child's welfare including allergies and emergency contact details. Please print this document off and bring it with you to the first session.

Before you can complete your transaction you will be required to agree to the terms and conditions of the booking which will be clearly shown online. Please see the detail in Annex 1.

Parents who do not have access to a PC or mobile device or to a banking card, an application for a session can be made to the school office. A cash or cheque payment can be made at the school office or alternatively a voucher payment. These places should be booked at least 24hrs in advance in order for the booking to be processed and approved. Access cannot be guaranteed and care cannot be accessed until the approval has been received by the parent. A receipt will be issued for all payments over £5.00.

## **School Payments**

Where applicable the school will offer the Wise Pay facility for parents to book trips and events. It may also add sundries such as water bottles and library book replacement fees.

## **Monitoring and Evaluation**

This policy will be reviewed annually by the Headteacher, staff and Governors.

Please reference Houghton Conquest Lower School Charging Policy

Annex 1

- The debt will be passed to the Central Bedfordshire Council Debt Recovery Department.

## **Monitoring of School Policy and Practice**

This policy will be reviewed annually by the Headteacher, staff and Governors.

Annex 1

### **Terms and Conditions for booking After School and Breakfast Club Care**

- A child must not be brought to Houghton Conquest School Breakfast Club if unwell.
- A child will not have access to either Club if the parent has not completed a Child Registration Form.
- It is the responsibility of the parent/carer to sign their child in at Breakfast Club by bringing their child to the dining hall. It is the responsibility of the Parent to sign out their child from the After School Club. The Location of other clubs will be provided at the time of booking.
- Any Special Dietary requirements (for example due to allergic reaction or cultural or religious beliefs) must be notified on the Breakfast Club Registration Form
- All accidents, that staff are made aware of, are documented in an accident book. Should the need arise, the parents/carers hereby give their consent for first aid to be administered and or the emergency services to be contacted. The emergency contact details will be those detailed in the Child Registration Pack.
- Houghton Conquest School will not be liable for loss of property brought onto the premises by parent/carer or child during any out of hours care.
- No partial refund will be given if a child attends too late to receive breakfast or does not require breakfast. Breakfast will be served until 8.30am.
- In the event of school closure, for example due to weather, a full refund will be given.
- No refunds will be given for non attendance due to sickness or any other absence or for sessions only part attended.
- A child will leave Houghton Conquest School out of school clubs when he/she leaves Houghton Conquest school.

- If your child is to be collected by another adult other than the parent please send the request in writing to the school office or by ringing the main school number.
- Staff will follow the Uncollected Child procedure if a parent fails to collect a child on time. If you know that you are going to be late please call the school immediately to inform staff.
- The parents/carers hereby confirm that they accept the authority of the out of school care Manager and staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child and the Houghton Conquest School Breakfast Club community. All clubs will follow the schools Golden Rules.
- Parents may be required to remove the child temporarily or permanently if the conduct of the child is unacceptable and it appears to the supervisor that the continued presence of the child is incompatible with the interests of Houghton Conquest School Breakfast Club. There would be no refund of fees in these circumstances.