

General FAQ – September Christ Church

- **Will siblings be together?**
 - Siblings will stay in their school group to match with school groups as closely as possible. Therefore, they might not be in the same group.
- **How will you be COVID-19 secure for children?**
 - A short summary of measures:
 - Adults will maintain social distancing between each other and children as well.
 - We will be outdoors as much as possible
 - Frequent handwashing will take place, alongside a ‘catch it, bin it, kill it’ policy.
 - Regular cleaning of areas, resources and toys. Items that cannot be cleaned will be kept quarantined for 72 hours before use.
 - Children will be provided with their own personal resource pack of stationery.

Bookings, Refunds and Cancellations

During the Covid-19 pandemic, refunds will be issued in the form of a credit note. Due to the level of financial risk FUNdays Club is currently experiencing, we kindly ask that monetary refunds for cancellations or non-attendance are only requested if essential. This matter will be kept under review, and the policy will be updated when possible. For further information, please consult our Bookings, Refunds and Cancellations policy.

FAQs:

1. What about sickness, and families instructed to isolate by a test and trace team?

- We regret that refunds cannot be given for sickness, or the symptoms of sickness, resulting in the absence of a child.
- We regret that no refund will be given for families instructed to isolate for less than 14 days. For periods exceeding 14 days, provided the team informs FUNdays Club, a bespoke and optional holding fee arrangement will be put in place to maintain spaces for re-opening. Please see the regulation “*SCHOOL SITE CLOSURE BY SCHOOL, GOVERNMENT or REGULATORY BODIES – closure for more than 14 days*”.

2. What happens if my child, after being instructed to isolate by a test and trace team, has no Covid-19 symptoms, tests negative and is allowed to return, but FUNdays Club is unable to re-open a bubble, for example due to staff sickness?

- In this instance, a full refund will be made. Please see the regulation “*PROCEDURE OF FUNdays Club: CANCELLATION BY FUNdays Club*” for more details.

3. Can I get a refund if my child is no longer able to attend on account of their behaviour?

- We regret that a refund will not be possible in this situation. A parent or carer may cancel a place, in line with the notice periods policy, if their child is unable to attend for long a period of time on account of their behaviour. However, during the Covid-19 pandemic any refund made would be

in the form of a credit note rather than a monetary refund. Please see the introductory paragraph to this section.

Behaviour Policy Clarifications

We are really looking forward to welcoming children back to FUNdays Club and we want them to feel safe. To help your child get ready, please share the Returning to FUNdays Club guide for children with them, so they are prepared for the changes they will find.

It is crucial that the behaviour of children at FUNdays Club does not put any other child, staff member or family at risk. Please read our behaviour policy. To this end, the following guidelines during the pandemic will be in place:

- Any child who displays **Level 4 Behaviour*** will be unable to attend FUNdays Club until further notice.
- Any child who displays **Level 3 Behaviour*** will be individually risk-assessed, and attendance will not be possible while that assessment is carried out. The result of the assessment will be shared with their parents and carers. The result may mean that attendance is not possible during the period of the Covid-19 pandemic, but this will be kept under review as the level of risk and government guidance change.

*For definitions of Level 3 and Level 4 Behaviour, please see our Behaviour Policy.

Please note that FUNdays Club does not have the resources to accept children from specialist schools or behavioural referral units.