

# Great Western OOSC Prospectus

Website: [www.greatwesternps.co.uk](http://www.greatwesternps.co.uk)



## Welcome to Puddlestompin' @ Great Western

Whether you're looking for inspiration for fun projects or activities to do with your children or for an inside view of what's going on at your nursery or out of school club we're sure you will find something exiting to do!

If you have a great idea for playtime, a favourite recipe or a handy hint to pass on why not email it to us and we'll include it in the site.

So grab your Wellies and come stomp with us!



[Login or Register](#)

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# The Aims of Great Western Out of School Clubs

## Mission Statement

Our Vision is to prepare an environment that is stimulating for each child, regardless of age or individual need. To have knowledgeable staff who are trained to provide that environment with a caring attitude whilst maintaining a sense of humour. We feel that children should be cared for in a light hearted way whilst providing structure and order throughout their day.

- To provide the highest standard of physical and emotional care for the children in a happy, stimulating, safe, caring and sharing environment where children can grow, learn, make friends and have fun.
- To build positive relationships between adults and children encouraging mutual understanding and respect for people, the environment and cultural diversity.
- To integrate children with disabilities or special needs.
- To encourage positive behavior, keeping in mind the rules of behavior outlined by the school, thus providing continuity for the children in both settings.
- To welcome all children and parents to the club through an appropriate induction process encouraging open communication between staff and parents.
- To respond quickly and positively to parents and children's suggestions, views and enquiries.
- To provide a relaxed but professional environment.
- To provide activities for the children appropriate to their age and needs keeping in mind their creative, physical and social needs.
- To provide activities that are influenced by the views of the children, parents and staff and taking into consideration the recommendations of outside agencies and inspection teams.
- To provide appropriate equipment necessary for the successful running of the club that is appropriate to the ages and individual needs of the children.
- To maintain an inventory so that equipment can be replaced when necessary and used to its maximum benefit.
- To provide a nutritious snack in a relaxed social setting where children can communicate and form relationships.
- To provide appropriate training for staff where senior more experienced staff coach and mentor their team.
- To provide a quality service where management and staff actively self-evaluate and monitor the clubs provision taking into consideration the views of service users so that future development requirements can be identified.

## Admissions - Out of School Club Admissions

### Out of School Club Admissions

#### **Booking Sessions for Out of School Clubs**

Please note that children who attend nursery do not automatically qualify for a place at Out of School Clubs. Application forms must be completed. Places will be allocated on a first come first served basis, based on the following priority:

- (1) the child already attends a Great Western Service
- (2) a sibling attends a Great Western Service
- (3) Full-time spaces. Priority will be given to families who require the greater number of sessions
- (4) New applicants.

A retainer payment will be taken at the point of confirmation and will be deducted from the first invoice. This retainer is not refundable if the place is cancelled.

#### **Notice for reducing sessions and leaving dates**

At least four weeks' notice in writing will be required to receive a reduction in fees.

#### **Holiday Club**

Holiday Club is Not provided each Year. The decision will be made based on the number of families that require the service.

#### **Sibling Discount**

A discount will not be given for Out of School Care.

#### **Fees are subject to change**

It is advisable to check with manager or administrator for most up-to-date information.

# Child Protection Policy

## Prevention and Detection of Abuse

All children have the right to be protected by adults. The safety of the child is paramount and concerns **must** always be shared.

It is each member of staff's responsibility to be familiar with the National Guidance for Child Protection 2014, Protecting Children and Young People: Framework for Standards. These publications can be found in the staff reading area of each nursery.

Child Protection is a Getting It Right For Every Child (GIRFEC) intervention where the emphasis on keeping Safe is the main Wellbeing Indicator.

If a member of staff has concerns regarding the safety of a child they should:

1. Discuss their concerns straight away with the designated Child Protection Coordinator who will share the information with Cindi Black or the General Manager.

LOCATION	CHILD PROTECTION COORDINATOR
Broomhill	Donna Green
Great Western Road	Suzi Sherriffs
Kingswells	Teresa Scott/ Jaclyn Philip
Portlethen	Frances Green/Nikki Reid
Portlethen 2	Charlotte Reid
Out-of-School Clubs except Kingswells	Lynsey Black
General Manager and Kingswells OOSC	Vicki Cartney

2. Engage with the designated person about whether this information needs to be shared, and if so with whom.
3. Ensure all this information is accurately recorded, with reasons for any decision reached. Notes should be brief and factual i.e. injury, behavior, comments made by the child, etc. All records should be dated and are confidential. Records should only be shared on a need to know basis. Records should be kept in the child's file.
4. **The Complaints / Concerns / Child Protection form** should be used to record this information.
5. If you cannot contact the designated person in the first instance, and there are immediate concerns for the child's safety, contact Cindi Black on 07974923143 or one of the other designated persons from above. If you cannot contact Cindi Black or any of the designated persons above, contact the social work or police yourself.
6. Parents are made aware of this procedure, as it is outlined on their child's application form and included as part of the prospectus pack.

Useful Contacts for Child Protection:

1. Aberdeen City Child Protection Unit—Telephone 01224 306877
2. Aberdeen City Council social Work Department—01224 522055
3. Aberdeenshire Council social Work Department— Portlethen Office 01224 693936
4. Aberdeenshire Council Social Work Department Out of Hours Service—Telephone 0845 840 0070
5. Aberdeen City Council Social Work Department Out of Hours Service—Telephone 01224 693936
6. Grampian Police—Police Scotland 101

## Absence of Children Policy – Out of School Clubs

It is the parent/carers responsibility to inform the After School Club if a child is not to attend (**the school will not inform the club of any absence**). To advise of absence please telephone

### City Centre Clubs

Holburn West	07590789123
Broomhill	07711376967
ARK	07891328511
OOSC Office	01224 310186
OOSC Admin	01224 319530

### Aberdeenshire Clubs

Kingswells	01224 745364
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If parent/carer wish a person other than the nominated person to collect the child, the After-School Manager should be informed as soon as possible. **Staff will not allow a child to be collected by anyone under the age of 16 years**

In the event of children being absent from Out of School Club without prior notice or telephone call the following procedure should be followed

- Before going on pick-ups check with administrator's and information board to see if there are any messages from parents/carers informing you of a child/children not going to after school club.
- Ensure you have your pick up sheet and contact numbers also make sure you have your mobile phone and it is charged and topped up.
- If a child doesn't come to meet you then call the number on the contact sheet.
- Check that the child has attended school (contact school office), try and ask the teacher or someone at the school if this child was absent or is going somewhere else e.g. home with a friend.
- If you cannot contact the parent/carer telephone, inform the manager and general manager.

## Collection of Children at the end of an After School Session

- The club supervisor will keep a list of those people authorised to collect the child from the sessions. Although in the majority of instances this will be one or other of the parents, there may be older siblings; grandparents' etc. entrusted with this responsibility. Any changes to the nominated person will be amended immediately.
- A record of this information must be kept and made available to all staff
- In the case of an unauthorised person arriving to collect a child, the supervisor on duty must first check with the parent/carer, using the contact number to get confirmation of such an arrangement before releasing the child.
- Should confirmation not be obtained, the member of staff should refuse to hand over the child and supervise him/her closely until an authorised person arrives
- A description of the unauthorised person should be noted if possible and passed onto the parent/carer. This should be done without alarming the child.
- If a child has not been collected within 30 minutes of the clubs official closing time, and the nominated collecting adult has not been in touch. The child should be reassured if necessary and staff should continue to try and contact the parent/carer and other authorised persons using the contact numbers given on the registration form. This should be done without alarming the child.
- If no contact is made the police/social services will be contacted after 60 minutes (current phone numbers to be held by Supervisor/Manager)
- At no time will a child be left unattended by Great Western After-School Staff and two members of staff will stay with child at all times.



## Complaints Procedure

At Great Western we take the raising of complaints and or concerns seriously. We Endeavour to ensure that through our open door policy, parents and carers are comfortable dealing with our managers when discussing concerns.

**Nursery Complaints** - Parents are encouraged to channel complaints or concerns initially to the manager, second in charge or administrator, who will try to remedy the situation.

**Out of School Club Complaints** - the manager of the Out of School Clubs should be contacted initially.

Alternatively, parents are encouraged to telephone the Managing Director, Cindi Black or the general manager Vicki Cartney to discuss the concern or to make an appointment to discuss the situation.

All complaints or suggestions will be dealt with seriously, and all staff will endeavor to deal with complaints quickly and appropriately. We would hope that all complaints can be resolved within 20 days. The following steps will be taken:

- The Complaint or Concern will be acknowledged in writing within three working days from the date it is received, this can be in the form of an e mail and will be entered onto the Complaint/Concern/ Child Protection Form
- The area of concern will be discussed with the parent by the managing director or by the general manager/nursery manager/second in charge/ supervisor/Out of School Club manager.
- The appropriate staff will discuss the area of concern after consultation with the parent.
- A decision will be made as to the appropriate course of action.
- The parent making the complaint will be informed of the action to be taken and more discussion will be entered into if necessary.
- The agreed course of action will be implemented.

We hope that we will be able to handle any difficulties you are having at Great Western. Should you feel that this has not been the case you may also wish to contact the **Care Inspectorate** directly with your complaint:

**North Region  
Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD.**

**Telephone Number: 01224 793870**

## Guidelines for Settling-in Children to the Out-of-School Club

- Encourage parents to ask as many questions as they feel are appropriate. Make parent and the child feel comfortable and welcomed. Regarding Out-of-School Club, make sure the child is comfortable with the adult that will be picking them up from their school and that the times and meeting points are clear to all concerned.
- Encourage parents to stay as long as they wish and to make as many visits before the child's first day as they wish. These visits could be planned or merely a drop-in-when passing by to the shop. The atmosphere should be such that the parents continue to feel comfortable spending time in the club not only when the child first starts, but also in the years to follow
- Always respect the wishes of the parents and children.

## Great Western Pre School – Change of Sessions Request Form

Child's Name	
Nursery / Club	
Classroom (if applicable)	
Contact Name	
Telephone	
Date session change required	

### Current Sessions Attended

	Mon	Tues	Weds	Thurs	Fri
AM					
PM					

### Requested Sessions

	Mon	Tues	Weds	Thurs	Fri
AM					
PM					

Please note that requests are dealt with on a first come first served basis.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**When completed please return to the office**

## Great Western Out of School Care Fee Structure - April 2016

SESSION	FEE paid by cheque cash standing order or bacs transfer	FEE paid by Direct debit and/ or vouchers	ADDITIONAL COMMENTS
Before School	6.70	6.57	7:30 to school opening
After School	11.12	10.90	Collection from School to 6:00 p.m.
Before and After School	16.70	16.37	As above
Easter, Summer and October Clubs	50.00	49.00	7:30 to 6:00 Parents please provide a packed lunch.

### **Booking Sessions for Out of School Clubs**

Please note that children who attend nursery do not automatically qualify for a place at Out of School Clubs. Application forms must be completed.

Places will be allocated on a first come first served basis based on the following priority:

- (1) the child already attends a Great Western Service
- (2) a sibling attends a Great Western Service
- (3) Full-time spaces. Priority will be given to families who require the greater number of sessions
- (4) New applicants.

Easter, Summer and October Clubs should be booked each term.

A retainer will be made at the point of confirmation and will be deducted from the first invoice. This retainer is not refundable if the place is cancelled.

### **Notice for reducing sessions and leaving dates**

At least four weeks' notice in writing will be required to receive a reduction in fees.

**Confirmation of Sessions at the Out-of-School Clubs during Easter, Summer and October Holiday (Holiday care is not provided each year. The decision is made each year based on the number of families requiring the service.)**

When an Out of school Club Holiday Session has been confirmed, no reduction in fees will be given.

### **Sibling Discount**

A discount will not be given for Out of School Care.

**\*Please note that fees are subject to change. It is advisable to check with manager or administrator for most up-to-date information.**

**\*\*Please note that Ashley Road Out of School Club (ARK) is managed by Great Western Pre-school on behalf of the ARK Parent Committee who are the registered provider of the service. The fees, policies, terms and conditions of the club are set as stipulated by the parent committee.**

## Multi Agency Consent Form (Children's Services)

The purpose of this consent form is to enable professionals from different services and agencies to share information about the service user below in order for them to properly assess their needs and agree the best way to help.

It is normal practice to seek information and opinions from other professionals/agencies who may be involved in planning and arranging services and to share information with them. All agencies will keep information confidential in accordance with their procedures.

I understand that my information will be shared only with professionals in the agencies involved in my care. This may involve Local Authority services such as Education, Social Work and Housing, Healthcare professionals, voluntary and private agencies and Grampian Police as appropriate. By signing this form, I agree to this information being shared with these agencies.

Name of  
Service User (Print): \_\_\_\_\_

Signature of Service User \_\_\_\_\_

Date of Birth: \_\_\_\_\_

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

Name of  
Parent/Legal representative: \_\_\_\_\_

Signature of  
Parent/Legal representative: \_\_\_\_\_

Status: \_\_\_\_\_

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

**Further information can be found in the following leaflets:**

**Information Sharing within Integrated Services for Children and Young People: A Guide for Parents and Carers**

# Great Western Out of School Club Application Form (1)

Location required please circle

## Holburn West & Broomhill Out of School Clubs -

Please return completed form to OOSC, 356-358 Great Western Road Aberdeen AB10 6LX

## Kingswells OOSC-

Please return completed form to Great Western Pre-School Nursery, The Village Centre Kingswells AB15 8TB

Childs Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Sex \_\_\_\_\_ Siblings & Ages \_\_\_\_\_

Home Address including postcode  
\_\_\_\_\_

School where pick up is required and time \_\_\_\_\_

Tel No \_\_\_\_\_ Teacher \_\_\_\_\_ Class \_\_\_\_\_

Sessions required

Please Circle:

Before School      M      Tu      W      TH      Fr

After School      M      Tu      W      TH      Fr

Starting Date required \_\_\_\_\_

Date application received \_\_\_\_\_

## Contact Details: -

Name of Parent/Carer	Work Tel No	Mobile Tel No	e-mail address
Mother			
Father			
Carer (Please state relationship to child)			
Child's Home Telephone Number			

## Great Western Out of School Club Application Form (2)

Other Relevant Contacts: (Parents will always be contacted in the first instance, please enter additional contacts here) Note where possible - a minimum of 2 additional contacts are required.

Name	Relationship to Child	Telephone Number	Allow to Pick Up?
			Yes / No
			Yes / No
			Yes / No

### Medical Information

Childs Doctor \_\_\_\_\_ Tel No \_\_\_\_\_

Address of Surgery \_\_\_\_\_

Known Medical Conditions \_\_\_\_\_

Special Dietary Requirements \_\_\_\_\_

Allergies \_\_\_\_\_

### Child Protection Statement

I understand that any member of Great Western Staff who has a concern relating to the safety, welfare and protection of children within their care, has a duty to report this in accordance with our Child Protection Policy. I further understand that the member of staff has no duty to inform me that a report has been made.

Signed \_\_\_\_\_ Relationship \_\_\_\_\_ Date \_\_\_\_\_

### Consent for Emergency Medical Treatment

I give my consent to my child receiving any medical treatment which is urgently necessary except:  
(Please provide details of any emergency medical treatment which may not be given to the child)

\_\_\_\_\_

Signed \_\_\_\_\_ Relationship \_\_\_\_\_ Date \_\_\_\_\_

## Great Western Out of School Club Application Form (3)

### Consent for Photos and Videos

At Great Western we regularly take photos and videos of our children, not only do these provide an excellent way of displaying to you your children's activities during the club but they also provide a vital source of evidence for our quality assurance programme. For example, photos and videos are reviewed by our external assessors to demonstrate staff activities and abilities in relation to their qualifications. This is referenced below in our Staff training and assessment consent section.

Our children enjoy making their own productions from time to time and use both cameras and video cameras for these.

We understand if you would prefer that your child is not photographed or videoed, please therefore would you complete the below consent form.

**I give consent for my child to be photographed / videoed in the following situations.**

Activity	Photo – Please circle as appropriate		Video – Please circle as appropriate	
Displays in the Club	YES	NO	YES	NO
Staff training (this could include staff from other nurseries, child minders and out-of-school clubs)	YES	NO	YES	NO
Internal Assessment purposes	YES	NO	YES	NO
Advertising	YES	NO	YES	NO
Press releases	YES	NO	YES	NO
Children's Productions and Shows	YES	NO	YES	NO

**Photographs Videos To be used in news articles on the Great Western Parent Participation Website** Puddlestomping. <http://www.greatwesternps.co.uk/puddlestomping>

I understand that this is a Great Western community website restricted by user login to the parents, carers and staff of Great Western Nurseries and Out of School Clubs.

I understand that no images or video will be used on any other Great Western Website or for Marketing or Advertising Purposes. I understand that images used will be selected with care, appropriate and non-defamatory.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Great Western Out of School Club Application Form (4)

### Consent for Administering Medicine (Medicine Release)

I give permission for medicine prescribed by my doctor to be administered by a suitable member of staff. The club supervisor will have sole responsibility for either administering the medicine or appointing a suitable member of staff to do so. A suitable member of staff will be an individual that the club's supervisor has trained to carry out this task and feels they have the appropriate skills to do so.

I will put instructions for administering medicine in writing. I will be responsible for asking for the medicine at the end of each session in order that it may be taken home. I will also sign the details of medication acknowledging that I have seen the dosage given through the day.

I understand that non pre-scribed medicines will only be given to children when written instructions have been given to the club supervisor and the medicine is given to the club supervisor labeled with the name of the child. (This includes Calpol).

Prescription Medication - This must be given to the club supervisor in its original packaging complete with the prescription label.

Signature of Parent \_\_\_\_\_

Date of Signature \_\_\_\_\_

### Consent for Children to go on Outings and Walks

\_\_\_\_\_ (Child's Name) has my permission to go on outings and walks with Great Western Pre-school/Out-of-School Club. (Please circle) I understand that these outings could include trips to the park, beach, etc. without my prior knowledge. Transportation will be provided by car, mini bus, or public transport

Parent/Guardian

Signature \_\_\_\_\_ Date: \_\_\_\_\_

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

Relationship to Child \_\_\_\_\_ Date \_\_\_\_\_

I understand that by signing this application form I am confirming that the details I have given are correct and that I am confirming consent information as given above.

## OOSC Transition of Care and Routine

Please use this form to update us with regard to your child's routine, habits, diet, allergies, etc. Please include any other information that would help the smooth transition process for your child on their first day at Great Western OOSC, when moving from term to term or when there has been a significant change in your child's life or circumstances. Parents, please complete the form and return it to a member of staff within your child's club. A member of staff will work with your child to complete the "A Bit About Me Sheet" This helps us to understand your child and their likes, dislikes, interests and hobbies. We keep this information in club in your child's chronology folder and use it to ensure that the care we provide for your child is personal and individual. It is expected that we will ask you to update this information at least every six months. If circumstances change within this six-month period, please inform your club team. We encourage you to speak to your child's club supervisor and discuss information further.

<b>Name of Child:</b>		<b>Club:</b>	
<b>D.O.B</b>	<b>Date Completed:</b>	<b>Review Date:</b>	
<b>Child's Care Routine (Information from parent)</b>			
Diet and Snacks – General Information. Include here any preferences and information you feel we need when considering snack provision for your child. (There is a separate section for special dietary requirements)			
<b>Special Dietary Requirements, Allergy and Medical Information</b>			
Please provide information relating to any special dietary requirements, allergies or medical information for your child. The information you provide will help us to build a care programme for your child and ensure their health and wellbeing at Out of school club. Using the information in this routine sheet we will then discuss with you your child's specific care needs and put in place an appropriate agreed protocol in the club.			
		<b>YES</b>	<b>NO</b>
<b>Does your child have any Medical Needs? (Tick as appropriate)</b>			
<b>Does Your child have any Allergies? (Tick as appropriate)</b>			
<b>Does your child have any Special Dietary requirements? (Tick as appropriate)</b>			
Details: If you have ticked yes for any of the above please give details here In Case of Dietary requirements – please include whether these are a result of allergy, intolerance, cultural requirements or parent preference. In the case of allergies, please indicate whether your child has previously received any type of anti-histamine.			
<b>Staff Use :</b>	<b>Protocol Required? (Delete as appropriate)</b>		<b>YES</b>   <b>NO</b>
Protocol Created (Date)		Signed	

**General Information – likes, dislikes, interests and home life.**

Please use this space to tell us a little about your child. We will use this information to help ensure that your child has as positive an experience at club as possible.

**Information from staff to support transition:**

# A Bit About Me      Date:

My Name is .....

My age is .....

My school is .....

Things I like to do are .....

Things I don't enjoy as much are .....

My friends are .....

Other clubs/activities I go to are .....

I like to eat .....

I don't like to eat .....

My favorite sport/team is .....

My favorite singer/group is .....

My favorite programme is .....

Other things I want you to know about me

.....

.....

# Policy for Transition in the Early Years and Children within an Out of School Care Setting

## Rationale

We believe that all children should feel as Safe, Healthy, Achieving, Nurtured Active, Respected, Responsible and Included (SHANARRI) as far as possible when entering or moving from one early year's class to another, from an early years setting to school, from school to an Out of School Care provision or during significant events which occur in the child's life. Young children starting nursery, moving into another class or going through a significant event in their life need support to enable them to adjust. They need to feel that they are a valuable, competent members of the new social group, and they need to develop positive attitudes towards the range of new experiences they will encounter. Likewise, older children who are making a transition from nursery to School need to feel confident and able to positively interact with children and staff within that environment.

During transition children need to be helped to retain the self-confidence and self-respect that they have already gained at home or in previous settings. We believe the Great Western early year's and Out of School Care teams should build on the work of the family and take steps to ensure that the child is valued as an individual in the setting. We understand that children enter nursery and club from a variety of backgrounds and will respond to it in many different ways.

We therefore aim to welcome all children as individuals and will meet their needs accordingly. Getting to know a child and planning for admission, change of class, change of school or changes in their life requires parents and staff to engage in an equal partnership in which both learn from each other.

The aim of Great Western's Transition Policy is to support, foster, promote and develop children's, personal, social and emotional well-being; in particular, by supporting the transition to and between classes and school.

## Purposes/outcomes

- Each class to offer a comprehensive transition period which is understood by staff, children and parents;
- To provide close links between practitioners, teachers and families, so that children and adults already know someone in the setting, school or class;
- To ensure that children and their families know what to expect when starting at the nursery or school setting.
- To ensure that each child is well prepared for the new experience, and is motivated to take part in it;
- To allow each child to take things at their own pace, without being singled out or pressured;
- Children to be encouraged by others without fear of ridicule;
- Every child to be able to find something within the setting which connects with his/her previous life experience;
- To ensure that children and families are able to communicate with staff in their own language where possible, and are fully aware of the routines, procedures and expectations of the setting, regardless of language;
- To provide parents and carers with the opportunities to share information, concerns or ask questions;

- Every child will have a chronology while they are at the setting and this will be included in the child's transition folder.
- To continue to give parents and carers time to tell staff what their child is experiencing at home;
- Staff to demonstrate their respect for parent's/carer's knowledge by asking for their views and listening to what they say;
- To encourage parents or regular caregivers to support their child within the setting for as long as is necessary;
- To allow parents/carers and children short periods of separation which are gradually built up to the whole session, to limit stress and anxiety;
- To provide an environment which is safe, secure, welcoming and inviting for children, parents, carers and visitors;
- To create and maintain an ethos and learning environment that is responsive and flexible to cater for the entire range of needs;



Great Western Pre-School & OOSC

## Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

**Lorndale Aberdeen Ltd**  
 Great Western pre School  
 323 Broomhill Road  
 Aberdeen  
 AB10 7LR

Service user number

6	0	0	0	5	5
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Name(s) of account holder(s)


Bank/building society account number

--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

FOR OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

**Instruction to your bank or building society**

Please pay C & K Black Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with C & K Black and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



DD11

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit C & K Black will notify you 14 working days in advance of your account being debited or as otherwise agreed.

If you request C & K Black to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by C & K Black or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

–If you receive a refund you are not entitled to, you must pay it back when C & K Black asks you to. You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.