Kids Club
Information Pack

General

- Kids Club is open to children attending Hermitage Primary School in Reception class through to Year 6 and is run by school staff.
- Breakfast Kids Club is open from 7.30am to 8.40am Monday to Friday and After School Kids Club is open from 3.15pm to 6.00pm Tuesday, Wednesday and Thursday, during term time only. The clubs will not be open on teacher training days (Inset Days).
- Places are limited and are allocated on a strict 'first come first served' basis.
- Breakfast Kids Club will include toast, cereal and a cold drink. Breakfast will be served until 8.15am. If your child arrives after this time we will not be able to provide breakfast.
- After School Kids Club will include a snack, drink and activities for children.
- The children will come to After School Kids Club straight from their classes at the end of their school day.
- Children should be dropped off and collected via the main school office. Please use the intercom on the wall by the internal double doors and our staff will release the door for you.
- Children should not bring their own toys, games or any items of value onto site. We are unable to accept responsibility for such items.

Contact

- Between the hours of 7.30am-8.40am and 3.15pm-6.00pm there is a designated mobile phone for Kids Club if parents need to get a message to wraparound care staff. Outside of these hours please phone the school office (and leave a voicemail if no-one is available to take your call) to pass on any messages related to before/after school care. Please note that the mobile phone is not monitored at any other time and will NOT be checked during evenings, weekends, holiday periods and during the school day. Please DO NOT leave voice messages or send us text messages to the mobile number as they will not be picked up.

  Kids Club Mobile Number: **07719 306483**

Bookings

- Bookings must be made via our Magic Booking system
- Kids Club Terms and Conditions will be revised periodically and will be made available on the Magic Booking system
- We cannot accept children without prior booking due to staff and child ratios.
- If you no longer require your child to attend Kids Club please cancel your booking by emailing sbm@hermitage.cheshire.sch.uk (see cancellation fees in the 'cancellations' section on the next page).
- In the event that you would like to change the days that your child attends, please make the necessary changes on the Magic Booking system.

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01477 532838 admin@hermitage.cheshire.sch.uk www.hermitage.cheshire.sch.uk

- We recognise that there may be situations when you need emergency care for your child. Where we have places available, we will accommodate any request (sessions charged at normal rate). Emergency places are to be booked via Magic Booking.
- All bookings will be terminated at the end of each academic year and will have to be re-booked if places are required for September. Parents will be notified when the booking system is made live for the next academic year – this will be during the summer term each year.

Cancellations

- 1 calendar month's notice is required for any cancellations. If parents do not provide 1 calendar month's notice the full charge of the session(s) missed will be incurred.
- Cancellations can be made by contacting the School Business Manager directly (sbm@hermitage.cheshire.sch.uk).
- Refunds/credits will not be given for non-attendance if notification is given with less than 1 calendar month's notice of any children who are sick or absent.
- Bookings can only be 'swapped' if they are like-for-like (e.g. a straight swap from one Breakfast Kids Club session to another) or if they do not have a negative financial impact for the school (e.g. a swap from Breakfast Kids Club to After School Kids Club). Sessions can only be swapped where we have places available – please contact the School Business Manager who will action the change and confirm if charges can be waived.

Payments

- The charge for each Breakfast Kids Club session is £5.50. A 10% discount will be applied for siblings.
- The charge for each After School Kids Club session is £12.00. A 10% discount will be applied for siblings.
- System generated invoices will be sent out from Magic Booking each month. Failure to make payments may result in your booking being withdrawn and the place offered to another child.
- Fees are payable in advance and any late fees will be dealt with in line with our bad debts policy.

<u>Childcare Voucher Payments</u>

- Parents paying by childcare vouchers should set up their instalments as per the payment plan calculated by Magic Booking.

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Withdrawing an offer of a place

We reserve the right to withdraw an offer of a place in the following circumstances:

- Unacceptable behaviour resulting in distress or disruption to adults or children in Kids Club
- Where a child has not attended their allocated session for a period of 3 consecutive weeks (please note that fees will be payable for 1 calendar month following the third week of non-attendance, as per 'cancellations' section above)
- Where payments are not made in advance and arrears are accumulating, we reserve the right to cancel the booking with immediate effect.
- The school reserve the right to refuse entry to any participant at their discretion. There will be no appeal or refund of monies already paid.

Absences

- If children are absent from school or collected from school during the school day there is no requirement to notify the Kids Club staff.
- If children are attending school but will not be attending After School Kids Club then it is the parents' responsibility to advise the school office staff (admin@hermitage.cheshire.sch.uk) who can then amend the club register and notify the class teacher of the child's end-of-day arrangements.

Children Attending Other Clubs

- Parents will receive a letter each term detailing any other after school clubs that will be offered by the school and the normal booking procedures will apply (as will be detailed in the letter).
  If your child is allocated a place at another after school club (e.g. a sports club) and they would normally attend Kids Club that day, the cost of the after school club will be waived, and you will be charged for the full Kids Club session (£12.00). **Please note that this does not apply to clubs that are paid directly to external club providers (e.g. cookery club, art club etc).**
  Please inform us by email (admin@hermitage.cheshire.sch.uk) if your child will be attending an after school club and we will arrange for our Kids Club staff to collect them at the end of the after school club session. A snack will be provided and parents can collect any time up to 6.00pm.
- If your child is allocated a place at another after school club and you no longer require the place at Kids Club, you may cancel without notice however we cannot guarantee that the space will be available should you need it again.

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Residential Visits/ School Sports Competitions

- If your child is attending a school residential, you will not be charged for the sessions during the period that your child is away. Please note that breakfast and after school clubs on the day of departure/return will still be chargeable as these sessions are staffed and catered for to enable the child to attend should you wish them to do so.
- If your child is representing the school at a sports competition and therefore does not attend after school club you will not be charged for that session.

Collection

- You can collect your child at any time by 6.00pm. You will be charged for the whole session, as booked, even if you collect your child(ren) earlier.
- If you make alternative arrangements for the collection of your child(ren) you must notify the school office, giving details of the person who will be collecting on your behalf. You must add the details of the person collecting to the Magic Booking system (Collectors) so that your child can be signed out by them.
- If you have a problem getting to school to collect your child, parents must ring the Kids Club mobile number to advise of the reason for the delay and make alternative arrangements for the collection of the child(ren).
- If a parent arrives late for any reason a late charge of £5.00 per child will be charged. The collector will be asked to sign the time-stamped entry on Magic Booking and the charge will be applied to the child's account.
- If a parent is persistently late, the school reserves the right to withdraw the child's place.
- If children fail to be collected from the club, every attempt will be made to contact their parents/guardians or other designated adult using the emergency numbers supplied. If this is not possible, Social Services will be contacted to make alternative arrangements for short-term care.

Food

- School Food Standards apply across the whole school day, including breakfast and after school club
- Breakfast Kids Club will include toast, cereal, fruit and a cold drink. Breakfast will be served until 8.15am. If your child arrives after this time we will not be able to provide breakfast.
- After School Kids Club will include a light snack and a drink. Please note that the snack provided is not intended to substitute an evening meal. Snacks will consist of a carbohydrate item (bagel, crumpet or toast) and a piece of fruit. Fresh water will be available during snack time and upon request.

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Security

- Children will not be permitted to leave the school premises unaccompanied at any time.
- The use of mobile phones will not be permitted.
- The security, health and well-being of our children are our first priority.

First Aid/ Accidents

- There will be a qualified paediatric first aider on site at all times.
- Any minor accidents will be dealt with and recorded. The parent/carer will be informed when collecting their child, as appropriate.
- In a case of a more serious accident, the appropriate action will be taken and the parents will be informed immediately.

Illness

- If children are ill during a session, the parent will be contacted. The full session fee will be charged.

Emergency Closure

- If the club is closed at short notice, due to very exceptional circumstances (i.e. no heating, burst water pipes etc) a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and the parents make the decision not to send their children. In the rare situation of an emergency closure, school will contact parents, therefore please ensure that we hold up to date contact details on Arbor.

Complaints Procedure

- If you have an issue or problem with any aspect of the breakfast or after-school club, in the first instance talk to staff on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please contact either the Headteacher or Mrs Chadwick (School Business Manager).

Waiting List

- A waiting list for places will be held on a 'first come first served' basis, via the Magic Booking system.

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