



## Breakfast and After School Club Policy

### 1. Registration

1. All children must be registered in order to use any Sissinghurst Breakfast and After School Club service.
2. Children's registration must be completed using our booking form which is on the School website. Parents can request a hard copy from the School office.
3. Account holders must keep their child's registration information (such as contact details, classroom name, collector's details, emergency contacts and the child's medical and dietary needs) up-to-date to inform Sissinghurst Breakfast and After School Club of any changes.
4. All parents can view this policy on the school website but can request a paper copy if required.
5. Children's attendance is recorded in a register.
6. Breakfast club will cost £5 a session and After School Club will cost £11.00 a session regardless of the amount of time the child is at the session.
7. The ratio of staff to pupils is 1:10 under 8s /1:15 over 8s. There will always be at least 2 adults on site at all time.

### 2. Bookings

#### a. Regular Service

1. Sissinghurst Breakfast and After School Club regular service requires children to be Booked and paid for in advance via Parentpay.
2. All absences will be charged at full price, including illness. Parents are requested to inform the school in advance if their child is unable to attend one of the sessions either via Studybugs or by telephone.
3. The regular service is designed for families with predictable childcare needs.
4. Bookings for the regular service do not roll over from one term to another and must be made on a termly basis.
5. Extra sessions at The Breakfast and After School Clubs can be requested at any time and places are subject to availability. It is therefore recommended that parents / carers do not request 'same day' bookings although we will try to accommodate such wherever possible. All requests must be made in writing using the on-line booking form which is also available from the Main School office.

## b. All Services

1. By completing a booking, the account holder confirms that they agree with the terms and conditions of this policy.

## c. Notice Period

1. Two week's written notice, or payment of two week's fees must be paid in lieu of attendance should a child stop attending the club.

## d. Term Time Periods

1. Sissinghurst Breakfast and After School Club runs services during the term time periods as follows:

- a. Autumn term – September to December
- b. Spring term – January to March
- c. Summer term – April to July.

2. In order to access the service bookings must be made by the account holder each term.

## e. INSET Days

a. INSET Days are not chargeable and are not included in the programme.

b. If, for any reason an INSET day has been included on a programme (for example where the date was unknown at the time the programme was planned) this will be cancelled and a credit automatically issued to the account where it is due

## f. Collection Time

All children must be collected on time:

1. After school clubs – children must be collected by the advertised closing time of the club  
At 5.15pm.
2. Late collection – if children are collected late from any service there is a late collection fee for each half hour or part of, see table of charges.
3. Where a late collection fee is incurred an invoice will be added to the online account in respect of the late fees due.
4. Invoices for late fees should be paid within 48 hours using Parentpay online system.
5. Where an account has outstanding invoices in respect of late fees, no further bookings will be allowed.

## g. Payment Methods

a. Parentpay

1. Payment can be made by Parentpay.
2. There is no charge for payment by Parentpay.

b. Cash

1. We do not accept cash payments for regular bookings but in exceptional circumstances we can accept cash for the service if it is agreed with the School Business Manager in advance.

c. BACs for childcare vouchers.

#### h. Terms

1. After School and Breakfast Club fees must be paid termly in advance via ParentPay, Childcare vouchers or by BACS
2. If a parent is experiencing difficulty with payment of their fees, they should contact the School Business Manager as soon as possible. Our staff will treat all matters confidentially and arrange for discussions in private.

### 3. Special Needs

Where a child has a specific need, including a disability, admission will be based on:

- a) All parties agreeing that the environment is appropriate for the child.
- b) Liaison will be arranged with relevant professional support networks if applicable.
- c) The degree of integration is acceptable given staffing levels.

### 4. Change of Booking and Cancellations

1. All changes and cancellations for termly bookings must be made in writing with at least two weeks' notice.
2. To make a cancellation or change to a play scheme booking the request must be in Writing and with at least three working days' notice.
3. Should a balance remain after a change or a cancellation is made, it will remain in the parent's Sissinghurst Breakfast and After School Club account as a credit.
4. To change your booking please send in a new registration form which can be downloaded from the school website or a hard copy can be requested from the School office.
5. To cancel your booking please put the request in writing and send it to the School office.
6. If you are unable to download the form from the website, please contact [office@sissinghurst.kent.sch.uk](mailto:office@sissinghurst.kent.sch.uk) in the first instance with: a. Parent/ Guardian's name b. Child's name c. The days the child attends d. What changes you want to make or if you want to cancel the place completely.
7. An administration fee is charged for all changes or cancellations.

### 5. Credits and Refunds

1. If there is a credit on an account this may be used against future bookings.
2. Where a refund payment is required the account holder will be asked to complete a form in order to claim the payment.
3. Refund payments are made by direct BACS transfer to an account in the account holder's name.
4. Before refunds are processed proof may be required depending on the circumstances e.g. doctor's note, cancellation request)
5. Refunds/Credits are not given for:
  - a. Short periods of illness (less than two weeks for term time and less than three working

- days for holiday play scheme)
- b. Family holidays or school camp
- c. Where the service is available but the child chooses not to attend
- d. Lost or damaged personal property
- e. Where the service is unavailable through circumstances beyond our control  
e.g. school flooded, social disorder, strike days
- f. Sissinghurst Ad hoc after school care

## 6. Medication

Prescribed Medication A child may attend all clubs whilst receiving medication as long as one or more of the following applies:

- a) The child has a long- term medical condition and requires on going treatment
- b) The child is well and not distressed but needs to complete a course of treatment in order that he/she remain well.
- c) That the child is no longer infectious

## 7. Non-collection of a child

Non-Collection of a child in the event that a child is not collected from the After-School Club by the end of the session, the Supervisor should:

- a) Establish if a message has been left by the Parents /Carers
  - b) Try to contact the Parents/Carers. Appropriate messages must be left asking for them to contact the club immediately.
  - c) A member of staff must remain near the telephone in order to receive the call.
  - d) If the child has not been collected by the end of the Club's registered session and contact with the named Parent/Carer has not been established the Supervisor must contact other authorised collectors from the registration form.
  - e) The Supervisor must inform the Headteacher or designated member of staff.
- After all avenues of contact have been exhausted and the Club has not received any contact from the Parent / Carer or authorised collectors the Headteacher (or designated member of staff) will make the decision to contact the Duty Safeguarding Team (KCC) on 03000 412284 or via the Integrated Front Door on 03000 411111, or outside of office hours 03000 419191.

***At no time will a staff member be permitted to take a child off the premises unless instructed to do so by either the Designated Safeguarding Leader/Senior Leader or Headteacher.***

## Administration charges Sept 2023 to July 2024

### Administration Charges

Late Collection Fee (for each half hour or part of)	£ 10.00
Cancellation/Refund of Booking	£ 10.00