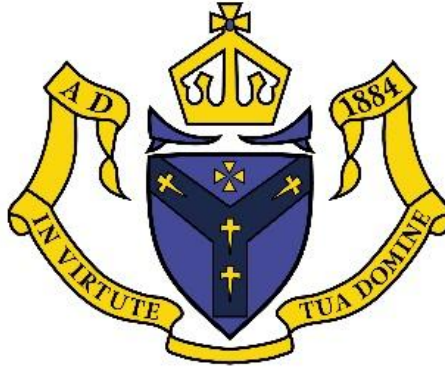


Sissinghurst Church of England VA Primary



Our School Vision

Let Your Light Shine – Matthew 5:16

At Sissinghurst Church of England Primary School in partnership with the Church, parents, and wider community, we offer an inclusive learning environment to nurture potential that enables all to be successful. Vibrant, rich curricular opportunities equip everyone with knowledge and skills to question, discuss and challenge.

Everyone's talents are discovered and celebrated. We foster spiritual growth and reflection to find wonder and joy in the World together. As light bearers, our shared responsibility is to encourage each other to be compassionate and kind so we can all shine with integrity, humility and wisdom. We find courage to act when we know there is darkness, illuminating the World with God's light and hope.

We are dedicated to providing an education of the highest quality within the context of Christian belief and practice. Our Christian values of:

Kindness Forgiveness Courage Service

Policy Title:	Extended Services Policy
Date:	May 2026 – new fees from Sept 2026
Review Date:	Sept 2028
Reviewed by:	Sue Branson, SBM
Approved by:	FGB

Registration

1. Booking for Breakfast and After School Club is on Arbor (our school management information system). To register your child, please navigate to Clubs on the Arbor app or portal and click the 'Register my child for this club' button. You will then be able to book sessions.
2. Account holders must keep their child's registration information (such as contact details, collector's details, emergency contacts and the child's medical and dietary needs) up-to-date on Arbor.
3. All parents can view this policy on the school website but can request a paper copy if required.
4. Children's attendance is recorded on Arbor.
5. Breakfast club will cost £6 a session and After School Club will cost £17.00 a session regardless of the amount of time the child is at the session.
6. 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 times.

1. Bookings

Regular Service

Sissinghurst Breakfast and After School Club regular service requires children to be booked and paid for in advance via Arbor. The exception is when paying by tax free childcare. Please inform the office if paying by tax free childcare so that we can reflect this on Arbor.

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 by email or telephone.

The regular service is designed for families with predictable childcare needs.

Bookings for the regular service do not roll over from one term to another and must be made on a termly basis.

Extra sessions at The Breakfast and After School Clubs can be booked 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 bookings must be made on Arbor by the parent.

2. All Services

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

3. Notice Period

To make a cancellation or change to a breakfast or after school club booking, the request must be emailed to the office with at least three working days' notice.

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. Term Time Periods

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

Autumn term – September to December

Spring term – January to March

Summer term – April to July.

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

5. INSET Days

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

6. Collection Time

All children must be collected on time:

After school clubs – children must be collected by the advertised closing time of the club at 6.00pm.

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.

Where a late collection fee is incurred an invoice will be added to the online account in respect of the late fees due.

Invoices for late fees should be paid within 48 hours using Arbor online system.

Where an account has outstanding invoices in respect of late fees, no further bookings will be allowed.

7. Payment Methods

a. Arbor - Payment can be made by Arbor. There is no charge for payment by Arbor.

b. Cash - 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.

8. Terms

After School and Breakfast Club fees must be paid in advance when booking on Arbor, unless paying by Tax Free Childcare. Please inform the office if paying by tax free childcare so that we can reflect this on Arbor.

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.

9. Additional 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.

10. Change of Booking and Cancellations

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.

To make a cancellation, the request must be emailed to the office with at least three working days' notice.

11. Credits and Refunds

If there is a credit on an account this may be used against future bookings.

Where a refund payment is required the account holder will be asked to email the office in order to claim the payment.

Refund payments are made by refunding the account payer's card used to book the session.

Before refunds are processed proof may be required depending on the circumstances e.g. doctor's note, cancellation request

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, no water or heating, strike days
- f. Sissinghurst Ad hoc after school care

12. 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 ongoing treatment
- b) The child is well and not distressed but needs to complete a course of treatment in order that he/she remain well.

13. 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) if the parent has been in contact, but cannot collect, they must arrange for an adult to collect asap.
- f) The Supervisor must inform the Headteacher or designated member of staff if any child is not collected.
- g) After all avenues of contact have been exhausted and the Club has not received any contact from the Parent / Carer or authorised collectors or the child has not been collected, 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 to inform them of the non-collection of a child.

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.

14. Administration Charges

Late Collection Fee (for each half hour or part of)	£ 20.00
Cancellation/Refund of Booking (depending on circumstances)	£ 5.00