



**BREAKFAST AND AFTER SCHOOL CARE**

## **Coombe Connections Club Parents' Handbook including Terms and Conditions**

Welcome to Coombe Connections Club, a joint venture for before and after school provision for Coombe Hill Infants' School and Coombe Hill Junior School children.

The provision offered by Coombe Connections Club is most suitable for those seeking regular long-term childcare.

Our aim is to provide a safe fun environment with a broad range of activities that the children will want to come back to. We wish you, their parents, to be clear on what to expect and what is expected. The information in this document explains the terms and conditions of Coombe Connections Club. Please read it carefully and if you would like to apply for a place for your child, print and complete the booking form. (See the Booking and Payment document on the school website).

### **Contacting Connections Club**

Our contact details are on the Connections Club tab in the school website. Please keep our details stored in your mobile phone:- phone - 07745 046121, email - [connectionsclub@chi.rbksch.org](mailto:connectionsclub@chi.rbksch.org)

### **Our Communication with You**

Connections Club will keep its web pages updated regularly. Please refer to the Booking and Payment section for deadlines of payment of fees and for requesting changes to your booked sessions. We will also contact you as necessary via the email address you have supplied. You must check your email inbox frequently, including your junk/spam. Failure to respond to emails sent by Connections Club may result in your child losing his/her place in the club.

### **Relationship with the schools**

Coombe Connections Club is jointly owned and run by Coombe Hill Infants' School and Coombe Hill Junior School. It is intended that the activities of the breakfast and after school clubs take place on both school sites.

Staff working in Connections Club are appointed and employed by the schools and have full Disclosures and Barring clearance and appropriate qualifications for working with children.

Coombe Connections Club comes under Coombe Hill Infants' School's OFSTED registration.

#### **COOMBE CONNECTIONS**

#### **Breakfast and After School Care**

Coombe Lane West  
Kingston upon Thames  
Surrey, KT2 7DD

**Email** [connectionsclub@chi.rbksch.org](mailto:connectionsclub@chi.rbksch.org)

**Telephone:** 07745 046121

## **Policies and Procedures**

Connections Club observes Coombe Hill Infants' School policies. These are available on the Infants' school website or on hard copy from the school office upon request.

Connections Club adheres to the Infants' School's Home-School Partnership Agreement and the Junior School's Home School Agreement which you signed before your child was enrolled at Coombe Hill Infants' School or Coombe Hill Junior School. We also adhere to the consents you have given for your child at each school.

## **Objectives**

The objectives of Connections Club are to:-

- provide a safe happy environment before and after school with a variety of activities appropriate for age groups of Reception Year through to Year 6.
- provide the staff with the knowledge and training required to provide excellent care of the children.
- give children the opportunity to continue their education in a fun way.
- give children a broad and stimulating range of experiences both intellectual and physical, using facilities in both the Infants' and Junior schools.
- help children improve their social skills and foster good manners.

## **Times and Pricing of sessions**

### **Breakfast Club**

Each session is priced at £6.00 and runs from 7.45am to 8.45am on teaching school days.

### **After School Club**

Each session is priced at £14.00 and runs from 3.15pm/3.30pm to 6.00pm on teaching school days. On the last day of each term, when the schools close early, the session will run from 2.00pm/2.15pm to 4.45pm

## **Admission**

Our aim is to accommodate all applications. Unfortunately it is not possible to guarantee this intention absolutely, but we will try our best to fulfil parents' needs.

You will find details on how to book in the separate Booking and Payment document on the school web site. The document should be read and completed in conjunction with this Parents' Handbook.

New applications will be considered as described in the Booking and Payment document.

Places will be allocated and a confirmation email sent to you within approximately two weeks of receipt of your application. Please do not regard your booking as confirmed until you have received this email from us.

If we are unable to accommodate your booking request, we will let you know via email and we will establish with you how you wish to proceed – whether you wish to book an alternative session subject to availability, or have your child's name added to our waiting list.

If we are initially unable to accommodate your booking request and your child's name is added to our waiting list and a place subsequently becomes available, siblings of children already attending Connections Club will have priority over families new to Connections Club.

### **Your Agreement with Connections Club**

Your agreement with us shall commence upon the date of our receipt of your first payment by any method including electronic transfer, childcare voucher and ParentPay. From this date, the terms and conditions will apply, as set out in this document, Coombe Connections Club Parents' Handbook.

### **Charges**

#### **Payment of Fees**

Fees are payable half-termly in advance. It is assumed that your required sessions are the same each half term. If you wish to change sessions, refer to the [Changing Your Sessions](#) section below.

Fees will be calculated a minimum of three weeks before the end of the preceding half-term and must be paid not later than two weeks before the end of the preceding half-term. The Booking and Payment page on the school website will be updated frequently with deadlines for the payment of fees.

Voucher payments must have reached us by the due date – you must allow at least 3 working days for your voucher company to process your transaction so that your vouchers reach us in time.

**New parents** - Upon receipt of a confirmation email from Connections Club, you may be required to pay the first term's fees by electronic transfer and/or childcare voucher; thereafter, payments are to be made via your ParentPay account (and/or childcare voucher) which will be set up once your child is enrolled into school.

**Existing parents** - Parents of existing school pupils will be required to make payment via their voucher company and/or their ParentPay account. (We will make manual adjustments to your ParentPay transaction history later to reflect voucher payments received).

#### **Childcare Vouchers**

Vouchers and HMRC Tax-free-childcare payments will be accepted if you have informed us in advance of your scheme provider as part of your initial booking. Please note, HMRC has strict rules on childcare vouchers and refunds are not allowed. Do not overpay in childcare vouchers.

If you have notified us of your intent to use Childcare vouchers but the voucher payment does not reach us by the payment due date, the balance due shall be regarded as a late payment – see [Late Payment and non-payment of fees](#) section below.

Your ParentPay account will show the full amount of the fees due. Make your voucher payment first via your voucher company, up to 100% of the fees due, then pay the balance on ParentPay. We will manually adjust your ParentPay transaction history later to reflect vouchers received.

#### **Late payment and non-payment of fees**

Fees must be paid by the date shown in the Booking and Payment page on the school website. If fees are not paid on time, the Club will notify you in writing and payment must be made by an

agreed deadline. Persistent late payment of fees or non payment of fees will result in the agreement being terminated and your child losing his/her place in Connections Club.

You are strongly advised to speak to the Club manager at the earliest opportunity if you are going to have difficulties paying fees on time.

### **Refunds, Discount and Credit**

Connections Club staff are employed and the work rotas created based upon the demand identified through our advanced bookings. Since we are committed to these staff costs, it is not possible to offer refunds or credit for your child's non-attendance as a result of illness, early collection, holidays taken in term time, a decrease in your booked sessions agreed after the published deadline for requesting changes, a decrease in your booked sessions agreed during the current half term, or for any other reason apart from exceptional circumstances such as emergency closure of the Club or of school.

We are unable to offer sibling discount.

For children booked on a Coombe Hill School residential trip, a reduction of 50% shall be applied to the cost of any regular relevant booked Connections sessions falling within the trip dates (dates and relevant sessions will be set by the Headteacher). The discount will be reflected in the fees due for the half term in which the trip takes place. Discount applies to residential trips only and not to day trips.

HMRC does not allow refunds of childcare vouchers.

### **Notice Period**

If you wish to terminate your agreement with Connections Club, you must inform the Club manager in writing by the date published in the relevant Booking and Payment document on the school website. (The published date is approximately four weeks prior to the end of the previous half term). Notice of less than the required length will incur your regular half term's fees.

### **Late Collection of children**

If you think you are going to be late collecting your child on the day, please phone the Connections Club phone number, 07745 046121, as soon as possible. The late collection of children causes additional staff costs for Connections Club. The Club manager has the right to make a late collection charge, based on each late collection after 6pm, calculated at £10 per 15 minutes or part thereof. Charges are added to your ParentPay account and must be paid within a week in full via ParentPay. Childcare vouchers are not accepted for late collection charges.

### **Ad hoc and temporary bookings**

We are unable to accommodate alternative days in lieu of your child's missed sessions.

We understand that sometimes parents require temporary childcare and we will endeavour to help you if we can, whether your child currently attends Connections or not. You may request Ad Hoc sessions or a temporary complete half term. Whilst there is no maximum limit on the number of Ad Hoc sessions you may request, it must be noted that Ad Hoc sessions are offered as a temporary short-term solution to occasional circumstances only and each request will be assessed individually by the Connections Club Manager. Ad Hoc sessions are not offered as an alternative to booking regular complete half terms. Repeated requests for Ad Hoc bookings will be declined. Please do not

assume we can accommodate your request until we have discussed your needs and you have received our confirmation email.

The following shall apply:-

- For ad hoc sessions, please contact us by email at [connectionsclub@chi.rbksch.org](mailto:connectionsclub@chi.rbksch.org) at least two school days in advance, stating your needs clearly.
- Ad hoc Breakfast Club sessions will be charged at £8.50 each and After School Club sessions at £20 each. The charge for your ad hoc booking is to be made in full via ParentPay only. Childcare vouchers are not accepted for ad hoc bookings.
- It may be more cost effective for you to book and pay for a complete half term instead, as a temporary solution to your childcare needs even if your child will not be attending every booked session. In this case, we need your booking request by the published 'new bookings' date and sessions will be charged at our regular price of £6 for Breakfast Club and £14 for After School Club. If your booking request is received after the published deadline for new bookings, (see the relevant Booking and Payment document on the school website) the additional £25 Administration charge will apply. The half term's fees may be paid via childcare vouchers or ParentPay but the admin fee is payable via ParentPay only. Please make it clear at the time of booking that you wish your request to be temporary otherwise you will also be liable for subsequent half termly fees.
- In all cases, charges will be added to your ParentPay account and payment must be made BEFORE the date of the first requested session otherwise your child cannot attend.

### **Joining mid-year**

We plan our staffing rotas on a half-termly basis. If you wish your child to join Connections Club, the best chance of accommodating your needs is to discuss your wishes and our availability with the Club Manager a minimum of four weeks before the end of the preceding half term.

Fees must be paid via ParentPay and/or Childcare vouchers before your child may start in Connections Club. If your child joins Connections Club after the deadline for new bookings has passed (as published in the Booking and Payment page) or during the current half term, an administration fee of £25 must be paid on ParentPay before your child may start. Childcare vouchers are not accepted for administration charges.

### **Changing your booked sessions**

It is assumed that your required sessions are the same each half term. The Booking and Payment section on the schools' websites is updated each half term with the deadline for requesting changes.

If you wish to request a change:-

- for the next half term, provided you submit a renewed Booking Request Form to Connections Club by the deadline published in the Booking and Payment section on the schools' websites, we will endeavour to accommodate your request. Do not assume your request can be accommodated until you receive written confirmation from Connections Club.
- after the deadline for requesting changes has passed or during the current half term, please discuss your wishes and our availability with the Club Manager first. Changes may be accommodated in exceptional circumstances only, and provided we have sufficient staff on our rota. An administration fee of £25 must be paid on ParentPay before the change will be actioned. Childcare vouchers are not accepted for administration charges.

Changes not adhering to these requirements will not be fulfilled and you will be charged for your original sessions.

### **Absence / Temporary change of plan**

If your child is absent from school, we will know from the class register not to expect him/her in Connections After School Club.

However if you have a temporary change of plan, for example, you are collecting your child at the end of school day at 3.15pm/3.30pm, instead of your child usually attending Connections Club on that day, you must let us know in advance. Please phone the Connections phone number, 07745 046121. If your child is collected early from After School Club, there is no return on the same day.

### **Your Contact Details**

Connections Club will refer to the information you have provided to your child's school office regarding contact details and special arrangements for collection. It is vitally important that you keep all your contact details updated, regarding yourself and other contacts. If you inform the school office of any changes in details, we request that you additionally send an email to Connections Club.

### **Food**

Breakfast club offers cereal, toast, brioche, croissants, fresh fruit, yoghurt and a drink and After School club offers a light tea with fresh fruit and vegetables.

A sample menu is available on the club noticeboard.

Connections Club staff will refer to the information held in the school office about your child. It is very important that you keep your child's details on food allergies and intolerances up to date and should you notify the office of any changes, we request that you also notify Connections Club in writing.

### **Dropping off and collecting your child**

**Dropping off** - Children must be accompanied by their adult to the door of Breakfast Club and are to be signed in. Only Year 5 and Year 6 children are allowed to come unaccompanied and only if we have received your completed consent form in advance (the form will be sent to you with your booking confirmation email if applicable).

**Collection** – Children will be released to a known adult only. You will be required to provide a password for use on occasions when a different adult, nominated by you, is to collect your child. Please supply your password on your booking form.

If your child is collected early from After School Club, there is no return on the same day.

**Car park** – NO PARKING ACROSS THE GATE AT ANY TIME.

You may park in the car park temporarily before 8.00am (NOT in marked bays) and after 4.45pm (IN marked bays) only. Occasionally the car park may be closed for a school event. Connections staff cannot open the gate for you if it is locked.

### **Participation in other school clubs**

Children booked into other after school clubs run on the Infants' or Junior school sites which finish before Connections Club, are collected by a member of Connections Club staff.

Activity clubs organised by the Infants' School or the Junior School are charged separately and have no effect on the pricing of sessions of Connections Club.

### **Behaviour**

Whilst we hope to create a relaxed environment, we do expect the children to behave with respect and courtesy and will adhere to the same principles and golden rules for behaviour as set out in Coombe Hill Infants' school Behaviour policy. Persistent poor behaviour will be brought to your attention.

### **First Aid / Medication / Illness**

A First Aid kit is kept on site and we will always have a first aid trained member of staff on duty. If a child becomes ill whilst in our care or needs urgent medical assistance, we will immediately contact the adults listed in your contacts details in the order you have specified and we will deal with the emergency in line with school policy.

If your child has been prescribed medication and it is necessary for him/her to have it within school and Connections Club hours, staff in Connections Club will adhere to the procedure in the school policy 'Administration of Medication'.

May we remind you, as per school policy, if your child has had diarrhoea or vomiting, 48 hours must pass since the last bout of sickness before returning to school or Connections Club.

### **General Data Protection Regulation**

In line with Coombe Hill Infants' School policy, Connections Club adheres to all current GDPR regulations.