



BREAKFAST AND AFTER SCHOOL CARE

Coombe Connections Club

Parents' Handbook

including Terms and Conditions

Information valid for bookings from September 2026

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.

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, please email connectionsclub@coombehill.org.uk

COOMBE CONNECTIONS

Breakfast and After School Care

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1. About Connections Club

The provision offered by Coombe Connections Club is most suitable for those seeking regular long-term childcare. It is not suitable for those with needs that vary from week to week.

Bookings are taken for complete half terms.

Connections Club reserves the right to change our provision and these terms within reason and at short notice should exceptional circumstances arise, such as the emergency closure of school or of the club, or a change in statutory requirements.

Objectives

- 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: 7.45am to the start of the school day, every day that children are required to attend school. £9.00 per session
- After School Club: From the end of the school day to 6.00pm, every day that children are required to attend school. £19.00 per session
- On the last day of each term, when the schools close early, the session will run from the end of the school day to 5.00pm.

Relationship with the Schools

Coombe Connections Club is jointly owned and run by Coombe Hill Infants' School and Coombe Hill Junior School. Activities of the breakfast and after school clubs take place on both school sites. Staff working in Connections Club have full Disclosure and Barring Service clearance and appropriate qualifications for working with children. Connections Club comes under Coombe Hill Infants' School's OFSTED registration.

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 adhere to the consents you have given for your child at each school and we refer to your child's school records regarding contacts and medical, food and allergy

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

2. Admission and Your Agreement with Connections

Sessions are released in half-termly blocks to existing Connections families via our online booking portal. Parents are notified by email in advance of the booking window opening.

Note: For children starting Reception at the beginning of the academic year, bookings are managed separately. Parents of new Reception children will receive information about the booking process and relevant deadlines directly.

Families who are new to Connections must complete a "New Booking" form in order to set up an online booking portal account. Full details of the booking process can be found on our website under "*Understanding the Connections Booking System*". This information should be read alongside this Parents' Handbook.

Applications for children who are new to Connections are considered in the order they are received. We aim to process all applications within 7 days of receipt. In exceptional circumstances, we reserve the right to consider applications individually, particularly where special educational needs or disabilities are involved. In all cases, the Headteacher's decision is final.

Availability and Waiting Lists

Availability is in accordance with staff-to-child ratio requirements.
We do not operate a waiting list.

Your Agreement with Connections Club

Your agreement with Connections Club begins on the date we receive your first payment, whether made by card, childcare voucher, or HMRC Tax-Free Childcare. From this date, the terms and conditions outlined in the Coombe Connections Club Parents' Handbook will apply.

3. Contacts and Communications

Contact Details

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@coombehill.org.uk

Do not contact the school office with messages for Connections.
All communications for Connections Club should be made directly to us.

Our Communication with You

Connections Club will keep its web pages updated regularly. 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.

Your Contact Details

Connections Club will refer to the information you have provided on your booking form and to your child's school office record 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, any changes will automatically update on the online booking portal.

4. Charges

Payment Methods and Options

The online booking system allows for payment by debit or credit card, Childcare Vouchers, and HMRC Tax-Free Childcare. If needed, you will also be able to spread the cost of your booking.

Charges

- Breakfast Club: £9.00 per session
- After School Club: £19.00 per session
- Late Collection: £14.50 per 15 minutes after 6.00pm
- Unexpected Attendance: Breakfast Club £20.00, After School Club £44.00
- 50% discount for booked sessions coinciding with residential trip days (credit applied to your account)
- No sibling discount offered
- Administration Charge: £25 (we reserve the right to charge an administration charge for admin requests related to bookings outside the published booking dates)

Refunds, Discount and Credit

Any booked sessions which are not attended are still charged. Refunds or credits are not offered for non-attendance due to illness, early collection, holidays, or other personal circumstances. No refunds for childcare vouchers or HMRC Tax Free Childcare payments. Full or part credit may be offered in exceptional emergency cases such as closure of the Club or school.

Overdue Balances

If your account remains in arrears, your child's place may be withdrawn. Please note that you will not be able to book upcoming half-term sessions until the outstanding balance for the current half term has been fully cleared.

Childcare Vouchers and HMRC Tax Free Childcare

Vouchers and HMRC Tax-free-childcare payments are accepted. Please note, HMRC has strict rules on childcare vouchers and Tax Free Childcare and refunds are not allowed. Do not overpay in childcare vouchers or HMRC Tax Free Childcare.

5. Joining mid-year, Changing Your Booking, Leaving Connections

Joining Mid-Year

Please email us to make your initial enquiry. Fees must be paid in line with our online booking portal payment terms. If your child joins Connections Club after the deadline for new bookings has passed (as published in our School Newsletters) an administration fee of £25 will be applied to your account.

Changing Your Booked Sessions

Bookings are for full half terms. You must request any changes to your booking via email to connectionsclub@coombehill.org.uk. Cancelled sessions will not be refunded. Changes are subject to availability.

Absence / Temporary Change of Plan

If your child is going to be absent from school, you must let school and Connections know. 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 attending Connections Club on that day as usual, you can inform us by cancelling your child's session via the online portal. Please phone or text the Connections phone number, 07745 046121. Once your child has been dismissed to their parent/carer, there is no return to Connections on the same day.

Ad Hoc and Temporary Bookings

Please note that missed sessions cannot be transferred to alternative days, and we are unable to accept ad hoc bookings. You may, however, book a regular session for the remainder of the half term (subject to availability) as a short-term childcare option.

Notice Period / Leaving Connections

If you wish to terminate your agreement with Connections Club, you must inform the Club manager via the connectionsclub@coombehill.org.uk email address.

6. Other Information

Dropping Off and Collecting Your Child

Dropping off - Children must be accompanied by their adult to 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 written consent in advance. Junior School children should be escorted to the Junior School main entrance in the mornings.

Late Collection

If you think you are going to be late collecting your child, please phone the Connections Club phone number as soon as possible. The Club Manager may make a late collection charge, based on each late collection after 6pm, calculated at £14.50 per 15 minutes or part thereof. Charges are added to your account and must be paid within the half term period they relate to. Repeated late collection may forfeit future bookings.

Unexpected Attendance Without Booking

It is not acceptable to drop off your child to Breakfast Club without a booked and paid place, nor to leave your child uncollected from school, assuming he/she will go to After School Club without a booked and paid place. If these instances occur, you may forfeit any future booking in Connections Club. Should we agree to accept your child in exceptional circumstances into Connections Club without a booking, the following session fees will be charged for immediate payment via the online booking portal or ParentPay in the event you do not have an active online account.

- Breakfast Club: £20.00 per session
- After School Club: £44.00 per session

Transferring between school and Connections

In the mornings, Connections Infants' School children with their belongings (coat and bags) are escorted by Connections staff from Breakfast Club to their classroom. Junior School children are assisted in gathering up their things in Connections and they make their own way with their things to their classroom, internally through the school building.

In the afternoons, Infants' School children attending Connections are assisted by the classroom staff in gathering up their belongings (coats and bags) and are collected by Connections staff who escort them with their things, to the Connections area. Junior School children are responsible for collecting up their own belongings and making their way internally through the school building to the Connections area. All children are accounted for in the Connections registers – therefore if your child is not attending on a booked day, it is imperative you let Connections know in advance.

Participation in other school clubs / activities

Once a child has been dismissed to their parent's / carer's charge, there is no admittance or re-admittance to that day's Connections session.

However, it may be possible for children to join their booked Connections session later than the end of the school day if they have remained in the care of school personnel, for example when attending:-

- an activity club run by school staff
- an activity run by an external provider, organised by school
- an event organised by school
- an event organised by the Parent Teacher Association

Every event brings its own logistical challenges and will be assessed individually. Whilst we will endeavour to make it clear at the time of booking a club/activity whether it is possible for your child to join Connections later than normal, we do recommend you contact the Connections Manager for confirmation before you book.

For those attending a regular club

Children booked into after school activity clubs run on the Infants' or Junior school sites which finish before Connections Club, are collected by a member of Connections Club staff. Children's belongings (coats and bags) should accompany the child to each location. Connections will reserve a hot meal for those arriving late from activity clubs.

Activity clubs and events are charged separately and have no effect on the pricing of sessions of Connections Club.

Support (Children)

If your child has an EHCP or has additional adult support during school hours, we cannot guarantee nor are we legally obliged to ensure that the same 1:1 support will be put in place, during after school hours. However where possible and when staffing allows, we will make reasonable adjustments under the Equality Act 2010, to ensure all children with SEND are able to attend. The child's safety and the safety of others is our main consideration, when deciding if this is possible or not.

Behaviour (Children)

The club promotes an atmosphere of care, consideration and respect for everyone attending. We encourage appropriate behaviour through praise for good behaviour, emphasis on cooperative play and sharing, talking to children with the courtesy that we expect from them and engaging children in activities. If a child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require them to be collected from the club straightaway.

In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the club. Depending on the seriousness and frequency of the behaviour, we may give as little as 1 week and up to a maximum of 4 weeks' notice. The notice period will be determined on an individual basis. The Headteacher's decision is final.

Behaviour (Adults)

We will not tolerate, from any person (whether a parent, carer or visitor) bullying, aggressive, confrontational or threatening behaviour or behaviour intended to result in conflict towards any member of staff or child within the club. Our club is a place of safety and security for the children who attend and the staff who work here and we reserve the right to ban from our premises anyone exhibiting inappropriate behaviour.

Children's mobile phones in Connections

Upon entering Connections Club, any child who has a mobile phone, will be required to place the phone into a collection box. Connections staff will keep the box secure for the duration of the Connections session. Phones will be returned to either the child or parent at the end of the session as appropriate.

Food

Breakfast club offers cereal, toast, brioche, croissants, fresh fruit, yoghurt and a drink. After School club offers a meal with a salad selection and fruit and yogurt. No selections need to be made and the menu is available on the Connections Club website page. 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.

Late drop-off / early collection – if you drop off significantly later than 07.45 or collect early from After School Club, your child may miss meal time. Connections staff will do their best to make sure your child gets something to eat but the food choices may be limited.

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.