



BREAKFAST AND AFTER SCHOOL CARE

Coombe Connections Club

Frequently Asked Questions

Information valid for bookings from September 2026

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1. What is Connections Club?

Connections Club is a before and after school provision for Coombe Hill Infants' and Junior School children, offering a safe, fun environment with a range of activities.

2. Who can attend Connections Club?

Children from Reception Year through to Year 6 at Coombe Hill Infants' or Junior School can attend. The club is most suitable for families seeking regular, long-term childcare.

3. How do I book a place for my child?

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.

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*".

4. How are places allocated?

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

5. What are the session times and fees?

- Breakfast Club: 7.45am to start of school day (£9.00 per session)
- After School Club: End of school day to 6.00pm (£19.00 per session)
- End of Term early closure days: After School Club runs until 5.00pm

6. What payment methods are accepted?

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.

7. Are refunds or credits available for missed sessions?

No, refunds or credits are not offered for non-attendance due to illness, early collection, holidays, or other personal circumstances. Full or part credit may be offered in exceptional emergency cases such as club or school closure.

8. Is there a sibling discount or discount for residential trip days?

No sibling discount is offered. However, a 50% discount applies for booked sessions coinciding with residential trip days.

9. What happens if I have an overdue balance?

If your account remains in arrears, your child's place may be withdrawn.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.

10. Can I book ad hoc or occasional sessions?

No, all bookings must be for complete half terms. Ad hoc bookings are not permitted.

11. How do I change my booking?

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.

12. What if my child is absent or my plans change?

If your child is absent, please inform both the school and Connections Club. If you collect your child at the end of the school day instead of attending Connections, notify the club in advance. Once your child is dismissed to you, they cannot return to Connections that day.

13. What are the charges for late collection or unexpected attendance?

- Late collection: £14.50 per 15 minutes after 6.00pm
- Unexpected attendance: Breakfast Club £20.00, After School Club £44.00

14. What happens if my child attends without a booking?

It is not acceptable to drop off your child or leave them uncollected without a booked and paid place. If accepted in exceptional circumstances, higher session fees apply and future bookings may be forfeited.

15. How are children with additional needs supported?

If your child has an EHCP or receives additional support during school hours, we will make reasonable adjustments under the Equality Act 2010 where possible. We cannot guarantee 1:1 support after school hours. Safety is our main consideration.

16. How is behaviour managed?

We promote care, consideration, and respect. Positive behaviour is encouraged through praise and cooperative play. If a child is violent or poses a danger, they must be collected immediately. Persistent or serious misbehaviour may result in exclusion, with notice determined individually.

17. What is expected of parents and visitors?

Bullying, aggressive, confrontational, or threatening behaviour towards staff or children is not tolerated. The club reserves the right to ban anyone exhibiting inappropriate behaviour.

18. Can children bring mobile phones?

Children must place their mobile phones in a collection box upon arrival. Phones are kept secure and returned at the end of the session.

19. What food is provided?

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. Please keep allergy and intolerance information up to date.

20. What happens if my child is ill or needs medication?

A first aid trained member of staff is always on duty. If your child becomes ill or needs urgent medical assistance, we will contact you as per your provided details. Medication is administered

according to school policy. Children must be symptom-free for 48 hours after diarrhoea or vomiting before returning.

21. How do I contact Connections Club?

Contact details are on the school website. Please use the club phone (07745 046121) or email (connectionsclub@coombehill.org.uk) for all club matters. Do not contact the school office for club issues.

22. How will I receive updates and communication?

Connections Club updates its web pages regularly and will contact you via email. Please check your inbox and junk/spam folders frequently.

23. How is my data handled?

Connections Club adheres to all current GDPR regulations and refers to your child's school records for contact, medical, and allergy information.

24. What happens if the club or school closes unexpectedly?

In exceptional emergency cases such as closure, full or part credit may be offered.