



**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.

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, complete and submit the booking form. (See the Booking and Payment document on the school website).

### **COOMBE CONNECTIONS**

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

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Kingston upon Thames  
Surrey, KT2 7DD

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

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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 and are rolled over to each subsequent half term automatically unless you inform us otherwise by the published deadline (see the Booking and Payment document on the school website). Fees are calculated half termly and must be paid in advance.

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

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 - 7.45am to 8.45am on teaching school days. £6.00 per session

After School Club - 3.15pm/3.30pm to 6.00pm on teaching school days. £14.00 per session

On the last day of each term, when the schools close early, the session will run from 2.00pm/2.15pm to 4.45pm.

### 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 have full Disclosure and Barring Service clearance and appropriate qualifications for working with children.

Coombe 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 also adhere to the consents you have given for your child at each school.

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

## 2. Admission and Your Agreement with Connections

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 in the order in which we receive them.

Please do not regard your booking as confirmed until you have received an email from us.

Siblings of children already attending Connections Club will have priority over families new to Connections Club.

### Availability and Waiting Lists

Applications are processed in the order in which we receive them. If we are unable to accommodate your requested sessions, we will offer to add your child/ren's names(s) to our waiting lists for the individual sessions requested.

Parents with existing bookings whose children's names are on a waiting list for other sessions, will be given priority to availability over new bookings.

We will contact you by email if your child's name is on a waiting list and availability arises. If we have not had a response from you within two school days of our email, the place will be offered instead to the next child on the list. If you have been offered your desired session from the waiting list on two occasions for two separate half terms and we have had no response from you or you have declined the place, your child's name will be removed from the waiting list for that session.

Each session waiting list is refreshed annually at the end of the school year for the following school year. If your child's name is on a waiting list we will contact you by email shortly before the published changes/new bookings deadline prior to the end of the summer term, to confirm whether you wish your child to remain on the waiting list. If we receive no response from you within two school days of our email, your child's name will be removed from the waiting list.

### Your Agreement with Connections Club

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

## 3. Contacts and Communications

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).

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. 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.

### Your Contact Details

Connections Club will refer to the information you have provided on your booking form and 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.

## 4. 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 [Changing Your Sessions](#) in section 5.

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 is updated frequently with deadlines for the payment of fees.

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 or HMRC account; thereafter, payments are to be made via your ParentPay account (and/or childcare voucher or HMRC account) 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 or HMRC account and/or their ParentPay account. (We will make manual adjustments to your ParentPay transaction history later to reflect voucher and HMRC payments received).

### Childcare Vouchers and HMRC Tax Free Childcare

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 Tax Free Childcare and refunds are not allowed. Do not overpay in childcare vouchers or HMRC Tax Free Childcare.

Your ParentPay Parent Account will reflect the cost of your booking. Make your voucher or HMRC payment first via your voucher/HMRC account, up to 100% of the fees due (payee references are on the Connections website) and the remainder via ParentPay. We will manually adjust your ParentPay account to reflect voucher/HMRC payments received.

If you have notified us of your intent to use Childcare vouchers or HMRC Tax Free Childcare but the 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.

### 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 have special Covid-19 conditions – see below.

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 nor of HMRC Tax Free Childcare payments.

### Credit for missed sessions due to Covid-19 isolation requirements

At your child's Headteacher's discretion, we are able to offer credit of 50% of missed paid Connections sessions if your child is part of a school bubble or Connections bubble which has been instructed by Coombe Hill staff it is to isolate away from school.

Credit will be added to your ParentPay Connections items no matter which method of payment used originally and may be used towards future Connections payments. Refunds are not offered.

### 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.

Repeated late collection may forfeit future bookings in Connections.

### Unexpected attendance without booking

It is not acceptable to drop off your child to Breakfast Club without having 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 ParentPay only:-

Breakfast Club - £15.00 per session

After School Club - £35.00 per session

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

### 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 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 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. If you wish to request changes to your booking, please refer to the Booking and Payment section on the schools' websites which 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 contact us in writing 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. If we are unable to accommodate your desired changed sessions, your child(ren)'s name(s) will be added to our waiting list for the appropriate session(s).
- 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 availability. 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 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 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.

### 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. Ad Hoc sessions are offered subject to availability 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 a selection of intermittent sessions in place of a regular half termly booking. 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 session prices. 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/HMRC Tax Free Childcare 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.

### Notice Period / Leaving Connections

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.

## 6. Other Information

### 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 written consent in advance.



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 and the headteacher's attention.

### 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 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.

### 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.