



BREAKFAST AND AFTER SCHOOL CARE

Coombe Connections Club Parents' Handbook

including Terms and Conditions

Information valid for bookings from 01 September 2024

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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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 the start of the school day, every day that children are required to attend school. £8.00 per session

After School Club – From the end of the school day to 6.00pm, every day that children are required to attend school. £17.50 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.

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 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

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.

We reserve the right to evaluate individually very exceptional requests based on special educational needs and disabilities. In all cases the Headteachers' decision will be final.

Availability and Waiting Lists

We process applications and requests for amendments to bookings in the order in which we receive them within the relevant times/dates published on our website and/or communicated by email. Upon the relevant deadline, availability is offered in the following priority

1. to existing Connections attendees
2. to siblings of existing Connections attendees, including new Reception starters
3. to families new to Connections

We do not usually hold waiting lists. However on the occasion that we may operate a waiting list, the above priorities will apply.

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 by the deadline specified in our communication, we will assume you no longer require the place, your child's name will be removed from the list and the place will be offered to the next name.

Each session waiting list is cleared at the end of the school year.

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.

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 must be paid by the deadline as published in our Booking and Payment page on the school website.

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 Connections items will display the amount to pay. 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

It is the responsibility of parents to ensure their fees are paid in time to reach Connections by the relevant date shown in the Booking and Payment page on the school website. If payment has not reached Connections by the required deadline, Connections Club will notify you by email and may also contact you by phone. If no response or payment is received from you within two days of that communication, your booking will be cancelled.

Persistent late payment of fees will result in the cancellation of your booking. We reserve the right to decline re-booking.

You are strongly advised to contact us at the earliest opportunity if you are going to have difficulties paying fees on time.

Refunds, Discount and Credit

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
- other reasons, such as personal circumstances or choice.

In cases of industrial action by teaching staff, when Connections remains open and running as normal, refunds or credit are not offered.

We are unable to offer sibling discount.

At your child's Headteacher's discretion, we will offer full or part credit in exceptional emergency cases such as closure of the Club or of school (this could be Government health directives, extreme weather, loss of power for example).

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.

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 £14.50 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 - £20.00 per session

After School Club - £44.00 per session

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

Joining mid-year

Please email us to make your initial enquiry.

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) 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.
- 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 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

It is not possible to book alternative days in lieu of your child's missed sessions.

We are unable to accommodate the booking of occasional sessions (Ad Hoc booking). However, you may wish to book (subject to availability) and pay for a complete half term instead, as a temporary solution to your childcare needs. The usual criteria apply regarding deadlines, fees and charges. 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.

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 three 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 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. Please ring the Connections bell once and a member of staff will come to receive your child. Infants' School children should be escorted to the ICT Suite door at the front of the school, via the blue metal gate which is adjacent to the Infants' main entrance door, using the gate code supplied in your booking confirmation email. Please ring the Connections doorbell once and a member of staff will come to receive your child. The gate code is designed to work only between 07.45 and 8.30.

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. Please make your way to the same locations as for Drop-Off.

Junior School parents please phone Connections on 07745 046125 upon arrival and your child will be brought out to you.

Infants' School parents please phone Connections on 07745 046121 upon arrival and your child will be brought out to you. The gate code is designed to work only between 15.40 and 18.00.

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.

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 some of the day's light snack 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.

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 and After School club offers a light snack with fresh fruit and vegetables. The light snack is not intended as a meal replacement but as something to keep your child going until home.

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.

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 snack 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.