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## Abbots Hall Primary Academy After School Club

Welcome and thank you for showing an interest in our After-School Provision!

### After-School Club Mobile – 07562 010472

**By booking a session at After School Club, you are agreeing to all terms and conditions as set out in this Service Level Agreement and that, whilst using our out-of-school childcare, you will adhere to them.**

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Welcome to Abbots Hall Primary Academy After School Club and thank you for choosing us to help you with your out-of-school childcare.

The club is run by school staff, ensuring that those taking care of your children already know them well.

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#### Objectives

- To provide a welcoming, safe, secure environment for pupils after the end of the school day.
- To provide children with a light evening meal and snacks.
- To provide an affordable service for working parents.

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#### Organisation

The After-School Club is open to pupils attending Abbots Hall Primary Academy, including currently enrolled pupils/siblings from previous agreements. Due to the number of staff required, if demand exceeds the number of places available, a waiting list will be maintained. The club will be open from the end of the school day until 6pm; there is also an option to book from 4pm to accommodate Abbots Hall pupils who attend clubs, e.g. football. It is held in the academy premises.

#### Contacts

Details of responsible adults listed on your child's Arbor account will be used if necessary whilst your child is at the club. It is important that you keep these details current and up-to-date. Parents can apply to make changes via Arbor.

It must be noted that only adults who have been previously named, or subsequent updates, will be able to collect your child. If, on occasion, your child is being collected by an adult not listed, you must inform the club via text message to

07562 010472, supplying their name and mobile phone number.

## Booking

If you are booking a session at After School Club for the first time, please provide the name and mobile number of any adult who will be collecting your child. These should be sent via text message to 07562 010472 before the first session begins.

Parents are responsible for booking all sessions required via Arbor; this may be via the Parent Portal (website) or by downloading the Arbor app. **Payment is due at the time of booking.** Parents are able to pre-book as many sessions as there is sufficient credit for.

Please visit the school website ([abbots-hall.co.uk](http://abbots-hall.co.uk)) for full instructions on how to book and prices for each session. Cut-off for online booking is **7am on the day.**

### Sessions available:

<b>End of school – 4pm</b>
<b>End of school - 5pm</b>
<b>End of school - 6pm</b> <b>(With dinner)</b>
<b>4pm - 5pm</b>
<b>4pm - 6pm</b> <b>(With dinner)</b>
<b>5pm-6pm **Forest School only**</b> <b>(With dinner)</b>

### Collection from main Reception

When you arrive to collect your child, please use the ASC phone number to speak to our staff. Children will be released to their adult via the main door in the Reception area – please note we do not send children out to the car park unattended.

Please ensure you collect your child at the pre-arranged time. Collection any later than **ten minutes** after the booked time will extend the session to the next hour, the cost of which will be added to your fee.

If a session is adjusted, parents will be notified by text message - the fee will be deducted from any credit balance on Arbor. Where there are insufficient funds available, a top-up to Arbor should be made to clear arrears. If further sessions have been pre-booked, these may be cancelled to cover the extra cost. Parents will be advised to re-book a session if necessary.

It may be necessary to change fees from time to time. However, parents will be given notice of this one term in advance. Refunds are not given in cases of absence, unless through illness, unless advised by 9am on the day.

## Payments

Payment should be made by one of the following methods:

- Via the 'top-up' function on Arbor for immediate credit.
- Childcare vouchers, quoting the school Ofsted number of 109308. **Please ensure payment is received by the school at least 2 working days before a session is booked. This enables a credit to be uploaded to your Arbor account, ensuring funds are available for booking.**

We understand that extreme circumstances can occur and there may be times when yourself or the person responsible for collecting your child/ren from After School Club may be late. If this is the case, we will need to be notified at the earliest opportunity using the After School Club telephone number. Alternative arrangements will need to be made for the collection of the child/ren.

**If the child/ren are collected after the closing time of 6pm and a 'wait of grace' until 6.10pm, a charge of £10 per child will be added to your bill.** If this is a one-off, a 'wait of grace' until 6.10pm will be permitted without additional charge.

## Cancellations and Amendments

Parents are not able to cancel or amend sessions via Arbor. Cancellations and amendments must be received by text message to 07562 010472 any time **before 9am** on the day of the booking otherwise the full cost of the booked session will be charged.

## Emergency Bookings

For same day bookings made after 9am, **in emergencies only**, please contact the school office on 01375 673188. Unfortunately, we cannot guarantee a place will be available on the day as the club may already be at capacity.

**One emergency booking per half term will be charged at the usual fee for the session requested. Each emergency booking thereafter will be charged at the flat fee of £12, regardless of session time, due to the extra administration this incurs.**

If there are insufficient funds available on Arbor to cover the cost of the session, card payment will be taken at the time of booking.

## **Use of Registers**

Children are registered as they begin the provision. The After-School Club staff retain the registers that are kept in the school office. At the end of the club the supervisor tallies the numbers attending. In case of an emergency where children must be evacuated from the building, the register must be taken, and the children checked against the register to ensure they are present.

## **Staffing and Supervision**

The children are adequately supervised at all times by a minimum of two members of staff on duty. All members of staff have a valid DBS certificate. All members of staff on duty hold a current first aid certificate. At least one member of staff on duty has completed the food hygiene course.

For pupils attending Abbots Hall Primary Academy, the child's class teacher will ensure that the children are handed over safely to the staff.

## **Food and Activities**

Children will be offered a daily set menu of a snack and a light evening meal if pre-booked until 6pm. Emergency bookings ending at 6pm will need to be received at the office **by 3.15pm** to ensure a meal is allocated. Healthy snacks such as fruit or vegetables will always be available.

## **Behaviour Policy**

Our Behaviour Policy will be in line with the School's Behaviour Policy. Children are expected to show a good standard of courtesy and behaviour at all times. If there are concerns with behaviour then parents will be contacted.

Exclusion from After-School Club will be the final sanction from such provision when all possible strategies have failed.

## **Fire Procedure**

Children will exit Abbots Hall Primary Academy and assemble on the playground. All registers will be taken and the children checked.

## **First Aid**

If First Aid is administered, the treatment given is recorded in the After-School Club's First Aid record book. A note and/or telephone call will be made to inform parents of any treatment the child has received.

## **Medication**

During the school day any medicines are stored in the school office and parents needing to collect these within After-School Club hours will need to inform both the school office and the After-School staff. Parents who require staff to administer medicines should complete the Medication form, available from the school office.

Regarding the use of inhalers, which are normally stored in the classroom, parents are requested to provide the After-School Club with a separate inhaler for the children to use during out-of-school provision.

## Risk Assessment

A risk assessment has been carried out for the After-School Club.

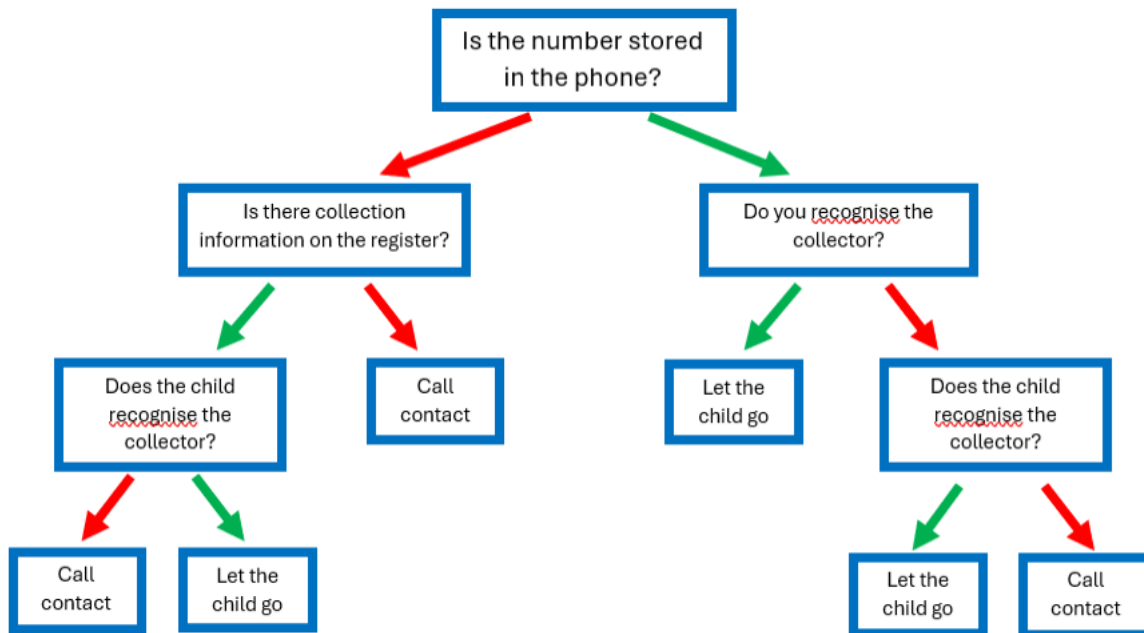
This Terms of Use document will be reviewed by the governing body as and when it is deemed necessary with changing circumstances and the extended numbers to the school.

## After School Club collection flowchart



For safeguarding purposes, all staff **must** follow this flowchart when children are collected from After School Club

Staff **must** record who the child was collected by



*'If in doubt, always check'*

Appendix A