



January
2023



kidzclub@whitehouseprimary.co.uk

01908 533287



Breakfast Club

Session 1: 7.30am-8.30am (includes breakfast) £5.50

Session 2: 8.00am-8.30am (does not include breakfast) £3.00



After School Club

Session 1: End of day - 4.00pm (does not include snack) £4.00

Session 2: End of day - 5.00pm (includes snack) £8.50

Session 3: End of day - 6.00pm (includes snack) £12.50



We are delighted to welcome you to our warm and friendly wrap around care facilities 'Kids Club'!

An extension of our school day, your children will be looked after by our caring staff, with wonderful opportunities to enjoy, learn and relax in a welcoming environment.



At Kidz Club we welcome all children and pride ourselves on providing a safe and stimulating environment for the children attending our clubs.

We achieve this by:

- having dedicated staff who ensure the needs of all children who attend the breakfast and after school club are met, providing the children with a healthy breakfast before school and healthy snacks after school.
- our staff acting as role models and interacting with the children to help them develop mentally, physically and creatively.
- working to our policies and procedures and ensuring that they are reviewed annually.
- recruiting staff using safer recruitment practices.

Meet the Team:

When joining Kidz Club, you will be introduced to our Kidz Club Leads, Ms Jane Shiells and Mrs Lisa Simpson and the other adults who will care for your children. This ensures you are confident in knowing who you can speak to, should you wish. Our friendly team will share with you how your child's time in the wrap around care setting is going. Our staff are always on hand to answer any questions you may have.



When children first join the Breakfast/After-school clubs, there is a period of induction. During this period, a member of staff will outline the club's policies and procedures. To settle your child, another child will usually be allocated to act as a buddy for the first few sessions. When children first attend, they may be tired after a long day at school, and we can accommodate this within the club session. There is always an area where children can have quiet time and relax. It is quite normal for this to happen in the first few weeks.

Getting to Kidz Club - Breakfast Club:

- Early Birds Breakfast Club is open from 7:30am. We are unable to accept children before this time.
- To access Breakfast Club, please use the main reception entrance. Please ring the Kidz Club doorbell and a member of the Kidz Club team will come and greet you and your child.

Getting to Kidz Club - After School Club:

- At the end of the day, children who are in Foundation to Year 2 will be taken to the hall by a member of their year group team.
- Children in Years 3 to 6 will make their way from their classroom at the end of day and will then be quickly registered and allowed some free time to relax after a busy day of learning.
- Please ensure that if your child won't be attending until later due to an alternative after school club on school premises (e.g. sport, dance etc.), that you inform us, and we can arrange collection after the club session finishes.

Collecting your children from Kidz Club:

- Kidz Club After School Club will close promptly at 6.00pm and we do request that all children are collected **on time**. Any lateness will result in a **late charge** (please see Late Fees for details).
- Please use the main reception entrance and ring the Kidz Club bell. A member of the team will greet you.
- We will sign your child out and mark the time of collection. This is essential as the register will be used as a checklist in case of a fire.
- Only nominated adults will be allowed to collect children from Kidz Club, where this may change, please inform of us the name and telephone number of the person collecting them. The adult collecting will require your **child's PIN code** for collection. If a member of staff has not met you before, they will require your PIN code for collection.
- If for any reason you are delayed, please do telephone us (01908 533287) so that we are aware you are going to be a few minutes late. We will of course do our best to support you in these circumstances.

- At the end of an evening session, if a nominated adult fails to arrive to collect a child and we are unable to contact any of the named persons on the registration form, we will follow the school safeguarding procedures and contact the Milton Keynes Safeguarding Hub.

Booking & Payment:

- When booking your child in for the first time, a booking consent Form is required to be completed <https://forms.office.com/e/0pc0899vAv> The Kidz Club terms and conditions must be accepted at the time of registration.
- Please make sure you inform us in writing of any changes to your contact details as well as notifying the school Office. It is important that we can get in touch with you. Similarly, we must be informed of changes to medical/dietary needs.
- Booking is available up to an entire term in advance, allowing you to select the days you will require. Payment is made at the time of booking. **Bookings are non-refundable and non-changeable. Therefore, please ensure you only book the sessions you require.**
- Bookings can be made up until 72hours before the booking date without additional cost. If you require a booking after this time, you **must** telephone the school office so your child will be added to the register and an emergency admin charge may be added (see late fees). Please contact our school reception on 01908 533288.
- All sessions will be booked and paid for using our payment system, ParentMail. Payments can be made by credit or debit card, Childcare vouchers or the Government Tax-Free childcare scheme.
- If the Government Tax-Free Childcare scheme or Childcare Vouchers are being used to pay for sessions, please ensure these are **transferred at least 10 working days** in advance of making bookings to allow time for your account to be credited with the funds in the ParentMail account.
- Please note if the booking system states, '**Out of stock**', this means the session is FULL.

Cancellations:

- Due to staffing costs and the impact on administration, all sessions booked will need to be paid for, even if for any reason your child does not attend. Once a booking is made it is non-refundable and non-changeable. Please ensure you only book the sessions you require.
- If your child is not able to attend a booked session, please notify the school office by 9am on the day of the session. Unfortunately, we will be unable to credit or refund these sessions.

Late Fees:

- **Emergency Admin fee** is £4 per session per child.
- **Late fee charges** - late pick-ups will incur late fees to cover staff overtime costs. The fee will be charged at a rate of £10.00 per 15-minute slot.

For example:

Booking a 4pm session but arriving at 4.15pm - £10 late charge will apply.

Booking a 5pm session but arriving at 5.30pm - £20 late charge will apply.

Booking a 6pm session but arriving at 6.45pm - £30 late charge will apply.

Please e-mail kidzclub@whitehouseprimary.co.uk for any queries.

Activities:

Kidz Club will provide enriching, homely activities, to allow the children time to have fun and relax after a hard day of learning!

Activities may include:

- ✓ Baking
- ✓ Fun toys
- ✓ Arts and Craft
- ✓ Sports
- ✓ Support with home learning
- ✓ Games
- ✓ And much more!



Food:

Healthy choices for our breakfasts and evening 'snacks' will vary and include seasonal and themed foods with a healthy twist. These will include:

- ✓ Toast, crumpets, and cereals
- ✓ Bagels
- ✓ Yogurts
- ✓ Fresh fruit
- ✓ Veggie sticks
- ✓ Water, squash & juice



When you register with Kidz Club, you will be asked to inform us of any allergies your child has. As with all personal information, please do ensure you keep this information up to date. We will always aim to meet the needs of special dietary requirements within our capabilities.

Behaviour:

Whitehouse Primary School's system for supporting positive behaviour applies in our wrap around care facilities. This will allow children the reassurance and familiarity they enjoy in school hours. For more information, please see the Behaviour Policy on the Policy page of the school website.

We expect behaviour at the club to be maintained at the same high standard that we expect during the school day. The staff will inform you if your child has not followed our Whitehouse rules of "ready, respectful and safe". Persistent – or particularly serious – misbehaviour may result in a child no longer being allowed to attend.



Kidz Club Terms and Conditions

- The Kidz Club will run each day from Monday to Friday. Sessions will run from 7.30-8.30am and from the end of the school day until 6.00pm. Booking is available up to an entire term in advance, allowing you to select the days you will require. Payment is made at the time of booking. **Bookings are non-refundable and non-changeable. Therefore, please ensure you only book the sessions you require.**
- Bookings can be made up to **72 hours** before without occurring additional cost. If you require a booking after this time, you **must** telephone the school office so that your child can be added to the days register and an emergency admin charge may be added. Please contact our school reception on **01908 533288**.
- All sessions will be booked and paid for using our payment system, ParentMail. Payments can be made by credit or debit card, Childcare vouchers, or the Government Tax-Free childcare scheme. Full payment must be paid at the time of booking. Where payment has not been made, the booking will not be processed.
- Once payment has been made, any cancellations **will not be refunded** unless in extreme circumstances (this will be at discretion of the Head Teacher).
- Please note all payments received are non-refundable where the Government's Tax-free Childcare Scheme or other Childcare Voucher Schemes are used. We request that you to utilise all cart balances within the academic year the vouchers have been deposited as much as possible and balances must not exceed £100 at the end of the summer term. If your child remains in school your cart balance will be rolled forward into the next academic. If your child is in year 6, requests to return any unused cart balances must be made in writing to finance@whitehouseprimary.co.uk before 30th June. Requests for returned payments after this time cannot be processed and these balances will automatically transfer into the Whitehouse Primary School fund account at the end of the academic year.
- Vouchers deposited from the Governments Tax-free scheme can only be returned to HMRC. Other providers have their own specific policies on returns which may include the transfer to another childcare provider or return directly to the parent/carer. If the latter applies you will be responsible for informing HMRC and liable for any subsequent tax adjustment. Please note that all returned payments will be subject to a £50 admin and processing fee which will be deducted before returned.
- If the Government Tax-Free Childcare scheme or Childcare Vouchers are being used to pay for sessions, please ensure these are **transferred at least 10 working days** in advance of making bookings to allow time for your account to be credited with the funds in the ParentMail account. Please ensure you have completed the booking form via the following link <https://forms.office.com/e/G3pM6Ly5rmeach> time a payment has been submitted.

- Please note if the booking system states, '**Out of stock,**' this means the session is FULL. Please e-mail kidzclub on the following e-mail address Kidzclub@whitehouseprimary.co.uk
- Whitehouse Primary School's system for supporting positive behaviour applies in our wrap around care facilities. This will allow children the reassurance and familiarity they enjoy in school hours. For more information, please see the Behaviour Policy on the Policy page of the school website.
- We expect behaviour at the club to be maintained at the same high standard that we expect during the school day. The staff will inform you if your child has not followed our Whitehouse rules of "ready, respectful and safe." Persistent – or particularly serious – misbehaviour may result in a child no longer being allowed to attend.
- Due to staffing costs and the impact on administration, all sessions booked will need to be paid for, even if for any reason your child does not attend. Once a booking is made it is non-refundable and non-changeable. Please ensure you only book the sessions you require.
- If your child is not able to attend a booked session, please notify the school office by 9am on the day of the session. Unfortunately, we will be unable to credit or refund these sessions.
- **Emergency Admin fee** is £4 per session per child.
- **Late fee charges** - late pick-ups will incur late fees to cover staff overtime costs. The fee will be charged at a rate of £10.00 per 15-minute slot.
- Staff will register the children at the beginning of the session and will contact parents if a child has not arrived and no message has been received.
- Children attending the session will receive a drink and a snack, at around 4.30pm.
- If your child attends an extra-curricular club after school and you would like them to be brought to Kidz Club at 4.15pm, please ensure you have booked kidzclub from 3pm. If you have not made a booking on ParentMail you will need to put this in writing to the school Office enquiries@whitehouseprimary.co.uk. The full session charge will apply.
- Please ensure you have made a booking for Kidzclub session on ParentMail.
- Children must be collected from the main reception entrance. Children will not be allowed to go home with someone else unless parents have notified the staff team or have the child's unique **PIN Code**. Children will not be allowed to leave the After School Club unaccompanied. (Unless written consent from parents that they are allowed to walk home.
- **If a child is not going to attend a booked session, parents must notify the school via enquiries@whitehouseprimary.co.uk or 01908 533288.**

