

## **Burghfield St Mary's Childcare Clubs FAQ's**

### **What time does Breakfast Club start and After School Club end?**

Burghfield St Mary's Breakfast Club runs from 7:30am until 8:30am, the children will then join their friends on the playground at drop-off. You can drop your child/ren off any time between 7.30am and 8.30am. Our After School Club runs from the end of the school day until 6pm. You can pick your child/ren up any time before 6pm.

### **What do Breakfast Club and After School Club sessions cost?**

An After School Club session costs £10.00 per session. If you are booking more than one child for the same session, each sibling's session will be £8.00 per session. The Breakfast Club sessions cost £5.00 per session, each sibling is £3.50 for the same session.

### **Can I use Childcare Vouchers to pay for Breakfast and/or After School sessions?**

Yes, you can. Please let us know which voucher provider you will be using so we can ensure we are registered with them as a childcare provider. We will set up your School Gateway account to allow you to book the sessions you need. You will then need to arrange voucher payments to cover the balance on your account.

### **Can I credit my Childcare Club accounts?**

Yes, you can make a payment on to your After School Club or Breakfast Club account at any time without booking sessions if you would like to. Then when you come to book the sessions you need, your available balance will be used to cover the cost of the sessions.

### **How do I book sessions?**

Once you have completed a registration form for your child/ren you can book and pay for the sessions you need using the School Gateway app. You can book as many sessions as you need, or you can book one by one. **As a club we will have the capacity to look after all children that require a place, even ad-hoc/ last minute places.**

### **How far in advance can I book the sessions I need?**

You can use the School Gateway app to book the sessions you need for your child/ren up until the end of the term. The sessions for the next term will be available to book during the holidays before the term starts. **As a school we will have the capacity to look after all children that require a place, even ad-hoc/ last minute places.**

### **Can I view the sessions I have booked?**

Yes, on the School Gateway app you can view the sessions you have booked in by selecting your child's name, then 'Clubs', then select either 'After School Club' or 'Breakfast Club' and 'View Bookings'.

### **Do I have to book the same sessions each week?**

No, you are able to use the calendar on School Gateway to select the individual dates you need.

### **Can I book a session for the same morning/afternoon if it is urgently needed?**

Yes, you can book and pay for a session for the same day using the School Gateway app if it is required. If possible, please give the school office a quick call so we can let your child/ren's teacher know so they can update your child/ren that they are going along to the After School Club.

### **Can I cancel a session I have booked in for my child?**

Yes, you can cancel a session you have already booked in for your child. You will need to email us to request that the session is cancelled at [childcare@burghfield.w-berks.sch.uk](mailto:childcare@burghfield.w-berks.sch.uk). Ideally please give us as much notice as possible so we can ensure we have an accurate number of children attending.

**Please note that we will refund the cost of a session/s providing we receive your request to cancel the session/s no later than the day before the booked session. We will not be able to refund sessions cancelled on the same day.**

If your child is ill on the day of a booked session, you will need to let us know by emailing [childcare@burghfield.w-berks.sch.uk](mailto:childcare@burghfield.w-berks.sch.uk) and we will cancel the session and apply a credit if you have already paid for the session/s.

If a child is absent from school on an educational trip or a school residential, there will be no charge to the parent and a credit will be applied to your account if you have already booked and paid for the session.

If the school is closed for any reason, i.e enforced snow closure, there will be no charge and a credit will be applied to your account for any affected sessions you have already booked and paid for.

### **How do I pay for Childcare club sessions?**

You will need to pay for any sessions at the point you book them through School Gateway. You have the option of paying by bank transfer (**please ensure you check that the account details are correct to avoid any failed bank transfers**) or debit or credit card. If you pay for your sessions using childcare vouchers, please register with us as a voucher payer, and let us know which provider you will be using. You can do this by emailing [childcare@burghfield.w-berks.sch.uk](mailto:childcare@burghfield.w-berks.sch.uk)

### **Can someone else pick up my child/ren from After School Club?**

Yes, however you will need to let Lily know in advance of any alternative collection arrangements. You can do this by sending a message to the club mobile, by phoning the school office or putting a note in your child's homework diary. *The person collecting your child/ren will need to provide the collection password for your child/ren.*

### **What happens if I am late collecting my child/ren from the After School Club?**

If you are running late, and there is no-one else available to pick up your child/ren, please phone Lily as soon as you are aware to let her know on the club mobile number. We will continue to care for your child until you arrive to collect them. Please note that a fee may apply depending on how late you arrive as our staff will continue to be paid beyond the club finish time.

- Up to 10 minutes late, no fees
- 10 to 30 minutes late, there will be a £4.50 additional late pick up fee
- 30 minutes and over, there will be a £4.50 additional late pick up fee

**Can my child/ren attend another club on the school premises, then go along to the After School Club?**

Yes, you will need to book an After School Club session for your child/ren, and then your child/ren will be collected from the club and taken to the Burghfield St Mary's After School Club.

**Will my child/ren be given food at Breakfast Club and After School Club?**

Yes, there will be a healthy snack provided at the After School Club around 4.30pm. Your child will have a healthy breakfast at the Breakfast Club. We do cater for dietary requirements – please ensure you provide any details of these on your child/ren's registration form.

**Where will the Childcare Clubs be run?**

The clubs will be based primarily in the school hall. The children will also be supervised in other areas, for example the library. The children will have use of the outside areas and will spend time outside at After School sessions (weather permitting!) The children from the Reception class will be able to play in all areas apart from the climbing frame in the main playground as it is only for children aged 5 and above.

**How can I get in contact if there is anything I would like to discuss?**

You can always ask to have a chat with Barna/ Lily during club hours (for example when dropping off your child/ren or when picking up). For the After School Club you can call the mobile which Lily will have on her during club hours. You can also email Barna or Lily on [childcare@burghfield.w-berks.sch.uk](mailto:childcare@burghfield.w-berks.sch.uk) or contact the school during office hours (8:30am to 3:30pm).

**I am eligible for the WAC scheme (Wraparound Care scheme) – what do I need to do?**

You will need to let us know by emailing us on [childcare@burghfield.w-berks.sch.uk](mailto:childcare@burghfield.w-berks.sch.uk) so we can register you as a voucher payer if you aren't already registered. You will then need to book in the sessions you require and arrange a payment to cover the cost of the sessions through the **government tax free scheme**. Once we have received voucher payments to cover the cost of the sessions, we will send you by email a monthly invoice detailing all sessions you have booked and paid for. *Please note that these invoices are issued at the start of each month for the previous month, and can only be issued once the sessions for the month have been paid for in full.* You can then use this invoice to process your claim through the WAC scheme. You can find further information on this scheme by following the link on our website.

