

## Frequently Asked Questions

### Why should my child attend the Play & Learn Club? What are the benefits?

Go Beanies Play & Learn provides fun ways for children to play, learn new skills, make new friendships and gain fresh experiences. The club also provides the children with great developmental benefits that will help them academically and socially.

### Is Go Beanies registered with Ofsted?

As an Ofsted registered childcare provider on the Early Years, Voluntary and Compulsory parts of the childcare register, Go Beanies accepts children from Reception Year to Year 6. Our Setting Reference Number is EY2507217.

### What time does the club run from and to?

Our breakfast clubs runs from 8.00-8.45am; and the after school club runs from school finish until 5.45pm. We are open every day of the school term (except INSET days)

### What activities are on offer at Go Beanies Play & Learn?

Our out-of-school club provides the very best in play and learn with a combination of more than 100 fun-filled activities on offer built around the creative arts, crafts, physical activity, science and culture supplemented by supervised free-play and chill-out time. An illustration of the range of fun-filled activities on offer can be found at [www.gobeanies.org/services](http://www.gobeanies.org/services)

### How will my child get to the club?

Children should be dropped off directly at the club venue for morning sessions. In the afternoon, they will be collected at a designated point in the school by a member of the Play & Learn team and taken to the club (which is also on-site).

### How do I collect my child from the after-school club?

You can pick up your child anytime between school finish and 5.45pm, however registration will close promptly at 5.45pm. Please note, we do levy late fees for late pick-ups.

### What are the staff to child ratios?

At Go Beanies there is always a minimum of two adults on duty at all times. We work to a ratio of 1:10 for children aged four to seven years and a maximum of 1:15 for our eight year olds and over.

### Additional Requirements for Early Years Foundation Stage (EYFS) - For parents with children aged 4 and 5 only

If your child is in Reception Class, or has not yet started school, parents will need to complete a 'GO BEANIES EYFS Pack'. The EYFS pack will be provided to each parent once a booking confirmation is received and should be completed fully and returned back to the club before your child starts.

### What if my child requires medication whilst at the club?

Go Beanies are only able to administer prescribed medication on completion of a medical consent form. Please make sure that the prescribed medication is **handed over to Go Beanies prior to your child's first attendance** clearly labelled and with clear instructions.

### Can Go Beanies help me with the cost of my childcare?

As Go Beanies are an Ofsted Registered childcare provider, if you are eligible, you may be able to subsidise the cost of childcare through **Working Tax Credit, Universal Credit** and the new government's **Tax Free Childcare** scheme. Please contact our office on 01189962678 for more information and advice on the options available to you.

### My child is going to be absent, what should I do?

Please contact us as soon as you know your child is not attending a booked session by contacting the office on 01189962678 or email us at [info@gobeanies.org](mailto:info@gobeanies.org)

### Can Go Beanies guarantee my places on an ongoing basis?

We are able to guarantee your child's place if you select our 'Season Pass' option whereby the booking is made termly in advance. Please call our team on 01189962678 for more information.

### Does the club provide drinks and snacks for my child?

Go Beanies Play & Learn is committed to providing healthy, nutritious and tasty food and drinks for the children attending our sessions. We endeavour to ensure that requirements of all the children from a dietary, religious and cultural perspective are met. Optional snacks are available at no additional cost. Alternatively, parents and carers may provide children with their own snacks

### How will my child get to their class after breakfast club has finished?

At the end of the session, our staff will escort all children to a pre-defined area in the school. At this point all children will be signed over to a member of staff from the school.

### What is Go Beanies check in and check out procedure?

We operate a secure drop off and collection procedure and it is essential therefore for a parent/guardian to sign in/out all children each day with a password which is provided once your child's place at club is confirmed.

### Who will be looking after my child?

We are very proud to have a very dynamic and enthusiastic team at Go Beanies who are not only accomplished in their field but know how to have fun and motivate & encourage the children within their care to have an incredibly exciting and rewarding experience.

Our on-site Club Manager is responsible for ensuring that the club runs smoothly overseeing all the staff, the timetables for each age group and the general health & welfare of the children. Our staff have a lot of practical experience, are DBS checked and safeguard trained. There are also qualified first aiders at the club too.

### My child is already attending an after-school activity. Can they then attend the Play & Learn Club once they finish?

That is absolutely fine. Go Beanies, however, will not be able to collect your child from their earlier after-school activity so please make the necessary arrangements with a responsible adult at the first activity to transfer your child safely to the Play & Learn Club. Please also ensure that Go Beanies is notified in advance that this will be happening.

### What happens if I need to cancel any sessions?

Please contact us as soon as possible if you wish to cancel a session so we can amend registers and notify relevant staff. Unfortunately, a cancellation will result in you losing that session. There are no refunds available. A credit note will only be issued where the cancellation is due to child sickness or injury which keeps the child away from the club for three consecutive sessions and is supported by a doctor's note.

### What is the booking deadline for after school and breakfast club sessions?

Bookings for the club must be made in advance of the term starting to secure your child's place. We will allocate places on a first come, first served basis. There is an occasional day booking facility also. Twenty Four hours notice is required and payment made at the point of booking. Places with this option will be subject to availability.