



# **The Croft Breakfast & Chipmunks Club**

## **Opening Times**

**Breakfast Club £3.00 per session**

**Breakfast Provided**

**Monday – Friday**

**7.45am – 8.30am**

**Chipmunks Club £9.00 per session**

**Light Snack Provided**

**Monday - Thursdays 3.30pm – 5.45pm**

**Fridays 1.00pm – 3.15pm**

Please note that there will be NO afterschool club on the last day of each full term & children will be required to be collected at normal pickup time, unless otherwise advised. Non-accessible dates for 2022/2023 are:

**Friday 16<sup>th</sup> December**

**Friday 31<sup>st</sup> March**

**Tuesday 25<sup>th</sup> July**

**Please note clubs run during term time only.**

**All Bookings MUST be made and paid for termly.**

**Full details of our Terms & Conditions, How to Pre-register, Book and Pay for your child's childcare are contained within this leaflet. Please read carefully and contact the office with any questions**

## **Playleaders:**

**Kay Hewington & Olivia Williams**

## **Welcome to The Croft Breakfast & Afterschool Chipmunks Club.**

We hope that you find this pack informative and helpful. We have tried to cover any queries that you may have but if not please feel free to ask a member of staff who will be more than happy to help you. We cater for all pupils within our school, so that your child's needs are met in accordance with any medical or dietary requirements.

### **Breakfast Club**

Our breakfast team provide the children with a varied, well balanced and nutritional breakfast to start their day. We aim to offer a range of breakfast options including, porridge, cereal, toast, jam, fresh fruit and yoghurt. The children enjoy this time together in a social and stimulating environment before going to class at 8.30am for morning registration. Parents must drop their child to the door and sign them in as part of your booking, regardless of their age/year group.

### **Chipmunks Afterschool Club**

Children will have access to a safe and fun play environment where they can participate in various activities. A high level of care is available enabling them to gain confidence and learn new skills. Our activities include, arts & crafts, jigsaws, board games and decorating biscuits.

### **Snacks**

A light healthy snack and drink will be served at approximately 4.30 pm. We try to offer a range of both hot and cold snacks, including, pizza, sausage rolls, freshly prepared sandwiches, cheese & crackers, yogurt and a daily fresh fruit platter. Please note that this is a 'snack' only and is not intended to replace an evening meal at home. You may, of course provide an additional 'healthy snack' for child in a named container, but please note that our daily charge will remain the same.

### **Collecting your child and 'Late Collection' charges**

You are required to collect your child and sign them out on the register at the end of each booked session. Should someone else be collecting your child you must inform the office no later than 3pm giving details of who is collecting your child and confirming that the individual knows your child's 'Pickup Password'. Children should be collected at the Chipmunks door. Please ring the bell to attract a member of staff and gain access. **Should you need to contact the after-school club once school has finished please call: 01793 430084 option 3 or 07518791328.** Chipmunks Club finishes at **5.45 pm prompt Monday – Thursday and 3.15 pm Fridays.** Please note, that should you be late picking up your child, you will be charged a 'late collection' fee of an additional session at £9.00, therefore £18 in total. Although each case will be looked at individually, in the event that you are late on more than 3 occasions, we reserve the right to remove access to booking our afterschool care provision.

### **Chipmunks & Additional Afterschool Clubs**

If you wish your child to attend an additional afterschool club at The Croft prior to Chipmunks, you will need to book and pay for the after-school club additionally to booking your child's space at Chipmunks. We do not offer a concession price for attending both clubs.

## **Pre-Registration, Booking, Payment & Cancellation Terms & Conditions:**

### **Pre-registration**

Parents **MUST** pre-register for a place for their child in advance. This is to ensure we can plan to meet our number of adult to expected child ratios. Therefore, if you wish to use our wraparound care facility for your child, please contact the school office on 01793 430084 to express your interest and we will send you a link to our online pre-registration form. Once your application has been processed, you will then be given access to book and pay for Breakfast and/or afterschool Chipmunks Club.

### **Booking & Payment**

Following registration, you will be contacted by the school and informed when you have been allocated the payment item on ParentPay. Bookings **MUST** be made and paid for, at the time of booking, for the whole term. If you do not book, you may lose the space for your child. Please understand that we must not operate at a loss and numbers are required in order to staff and cater for expected children.

### **Cancellation**

If you wish to cancel your child's place at either club, we require a two-week notice period. To cancel please email [admin@thecroft.swindon.sch.uk](mailto:admin@thecroft.swindon.sch.uk) of your wish to cancel and the office will administrate your cancellation from the date of your email, cancelling any bookings beyond 10 school days. Please note if you have paid for your booking(s) using a credit from childcare vouchers, and you wish the CCV to be refunded, this will take longer to reach you as it will need to be processed via our central finance department and be processed back through your salary by childcare provider. Some childcare voucher companies do not accept refunds, and you will need to check your employer to ascertain this in advance of requesting a refund.

### **Non-attendance**

If you decide not to send your child to either club which you have booked, you will still be charged. We would kindly ask that you notify the office in advance if your child will not be attending so we can cater according to numbers and for preparing our daily registers of attendance for safeguarding purposes.

### **Illness:**

In the event that your child is ill on the day they are due to attend either club, please inform the office in the usual way of their absence by either calling the office and leaving a message on the absence line, before 8am or emailing at the above address. The office will cancel their attendance for that day and you will not be charged.

### **Emergency Last Minute Bookings:**

We understand that on occasion you may need to book last minute and, in this event please call the school office on 430084. Places are limited and as with our pre-registration requirements above, we will need to check availability based around our child to adult ratios on the day.

### **Childcare Vouchers**

The Croft Primary School accepts child care vouchers as payment for wraparound care. Payments should be set up to **The Croft Primary School, Marlborough Lane, Swindon, SN3 1RA**. Using the school's unique reference code **URN: 138424**. You will also need to email the school office on [admin@thecroft.swindon.sch.uk](mailto:admin@thecroft.swindon.sch.uk) informing them to expect a payment, which company you are using, the total amount and how you wish your funds to be allocated especially when using both breakfast and chipmunks club. Childcare Vouchers take a little longer to process than a direct bank payment, therefore you will need to add some funds upfront in order to start booking and paying for sessions. Once your childcare voucher money has been credited to your account we can arrange a refund for the money deposited in order to secure your bookings. Simply contact the office and request us to process this for you.

### **Working Family Tax Credit**

You may be eligible for up to 70% of your childcare fees being paid by Working Family Tax credit. If you are not sure if you are eligible please telephone the helpline on: 0845 300 3900. Please note that the school office staff are unable to assist you with this.

### **Child Protection & Staffing**

All staff are DBS checked and authorised to work with children and regular attend training sessions to update their skills.

### **Children's Personal Records & Safeguarding**

Your Child's personal details are available to the Chipmunks staff. This allows them to contact you in case of emergency. We share this information internally to give the best care for your child. We are required by the Children's Act (1989) Regulation to keep and maintain this information about your child. The information is mainly concerned with their wellbeing. All information given is CONFIDENTIAL and used on a need to know basis. Records are kept on our management information database and you are free to see them at any given time.

All carers of children have a responsibility to promote the welfare of the children in their care in line with DCSF guidelines. A Safeguarding Policy is in place within the school and all staff are fully aware that they have to safeguard the welfare of the children by reporting any serious concerns to the Principal. It is the duty of the Principal to make a referral to Social Services if necessary.

### **Equal Opportunities and Health & Safety Policy**

We are committed to Equal Opportunities and all children are invited to attend The Croft Chipmunks where we expect usual School Golden Rules about safety and respect to be followed.

If a child does not respect the School's Golden Rules regarding safety and respect whilst attending the after-school club, in order for the school to safely comply with safeguarding the other children within the club, the school will reserve the right to not allow the child to attend the club further.

We want your child to enjoy their time at The Croft Breakfast & Chipmunks Clubs. If you have any queries you can contact the school on 01793 430084, or [admin@thecroft.swindon.sch.uk](mailto:admin@thecroft.swindon.sch.uk) where we are always happy to help you.

We work hard to provide an excellent service for your child. Should you be unhappy about any part of our service please speak to the Principal and we will resolve it as soon as possible. Should this not be the case we do have a complaints procedure in school, a copy of which can be made available to you upon request. Alternatively, you can find this policy along with all of our policies on our school website.



The Croft Primary School  
Malborough Lane,  
Swindon  
SN3 1RA

T: 01793 430084  
E: [admin@thecroft.swindon.sch.uk](mailto:admin@thecroft.swindon.sch.uk)  
[www.thecroft.swindon.sch.uk](http://www.thecroft.swindon.sch.uk)