



Wheelock Primary School
Before and After School Club
Information for Parents

Welcome to The Hive

The Hive is a before and after school club based at Wheelock Primary School.



Contact us

By Post: The Hive at Wheelock Primary School
Crewe Road
Sandbach, CW11 4PY

By Phone:

Direct number **01270 845909** 7.30 to 9.00am and 3.00 to 6.00pm

Via School **01270 845911** during school hours

By E-mail: office@wheelock.cheshire.sch.uk

Our Aims

- We aim to create a safe, welcoming and happy environment where children can spend time with friends and make new ones, relax and have fun at the beginning and end of the school day.
- We aim to offer high quality wrap around care which shares and promotes the values and ethos of Wheelock Primary School.
- We aim to provide our families with a reliable and consistent service that represents good value for money.

Session Details

The Hive is open from 7.30 to 8.50am and from 3.15 to 6.00pm on weekdays during term time only and excluding INSET days.

Breakfast Club is charged at £4.25 per session for contract customers which is non-refundable and £5.00 per session for ad-hoc customers. A refund can be given if you cancel your ad-hoc session and the refund will be applied to your account.

After-School Club is charged at £10.50 per session for contract customers which is non-refundable and £11.25 per session for ad-hoc customers. Again, a refund will be given if you cancel your ad-hoc session and a refund applied to your account.

A registration fee of £10 per family is charged on registration.

A late charge for the following will be made if you pick your child up after 6.00pm:

Collection between 6.00pm and 6.15pm	£20.00
Collection between 6.15pm and 6.30pm	£30.00

Collection between 6.30pm and 6.45pm	£40.00
Collection after 6.45pm	£50.00

Breakfast Club

Breakfast Club is open from 7.30am to 8.50am. Children can be dropped off any time from 7.30am and must be signed in by an adult. A range of healthy breakfast options will be available to the children, including a choice of cereals, toast, yoghurts, fruit and a drink. At 8.50 the younger children will be taken to their classes by a member of staff, while those in Key Stage Two will make their own way to their classrooms.

After School Club

Children in Reception and Key Stage One will be collected from their classrooms by a member of staff. Those in Key Stage Two will make their own way to The Hive.

Fruit and a drink will be available to the children on arrival at the club. A light tea will be served at 4.30; this will vary daily and include, for example, sandwiches, soup, hot dogs, sausage, beans and mash, cheese or beans on toast. Any dietary requirements must be made known to us on registration in order for us to meet the needs of individual children. Water will be available at all times.

During the session, children will be able to choose to relax in our chill-out zone with books, magazines, DVDs and a Wii, or to pick from a wide variety of toys, games, drawing and crafts. Throughout the week there will also be a range of structured activities for the children to take part in. These will be planned around a theme and based on the ideas and suggestions from the children. They will include cookery, crafts, sports, games, role-play and much more.

Collection

All children must be signed out from The Hive by an adult who has been identified on their online form. Children must be collected by 6.00pm as this is when the school is locked up for the night. If ever you are running late to collect your child, it is essential that you inform the club as soon as possible.

If any child has not been collected by 6.30pm without the club being informed and where attempts at contacting parents have failed, safeguarding procedures will be followed and Social Services or the Police will be contacted.

A charge as stated above will be made for late collection of children.

Contracts

All contracts for The Hive are done online via the Kids Club HQ system. The link address is <https://wheelockprimary.kidsclubhq.co.uk/rdr?u=home>. All children attending The Hive must have a contract on the system via the Kids Club system

before attending. Children will not be accepted into The Hive if a contract hasn't been set up. If you have any problems with any aspect of the booking system please email office@wheelock.cheshire.sch.uk for help or telephone the office on 01270 845911 during the school day.

Contracts refers to **regular** bookings – i.e. bookings for children to attend the club on the same day/s every week. As per our terms and conditions, **contracts**, like **regular** bookings are booked termly and must be cancelled in writing, giving four weeks' notice. All sessions not cancelled in this way will be charged for. Contract bookings must be paid for whether your child attends or not.

You will only need to add your details and agree to the terms and conditions once and the system will retain your information. If any of your information changes, you can update your details yourself at any time.

Ad-Hoc Bookings

Ad-hoc or one-off bookings are allowed but must be booked via the Kids Club System 10 days in advance. Payments for ad-hoc bookings must be made at the time of booking to ensure your child has a place. These bookings are useful if you are a shift worker and want different sessions each week. Ad-hoc bookings can be cancelled and a refund will be made to your account to use on a different date.

Payment

Regular sessions are payable in advance on receipt of a monthly invoice which are sent direct from Kids Club HQ. Payments can be made in the following ways:

Childcare Vouchers – we accept all childcare vouchers and also payment from the Government's childcare payment scheme

Kids Club HQ – Payment can be made via the Kids Club HQ system called Stripe. Please note contracts must be paid by the 4th of the month to avoid late payment fees being added. Full payment not received by the 4th of the month will incur a £10.00 late payment charge.

Bank Transfer:

Sort Code: 30-12-59

Account Number: 18483468

A/C Name: The Learning for Life Partnership t/a Wheelock Primary School

Closures

The Hive is open during term time only and will not be open on INSET days. In the event of a closure due to extreme circumstances such as severe weather, parents will be informed by telephone. Messages will also be left on the club answer machine and on the school website. A refund of fees for affected sessions would be issued in these circumstances.

Behaviour

Children attending The Hive are expected to behave in an appropriate way to ensure that the club is a safe, happy and inviting place for all children and staff. In line with the school's behaviour policy, any behaviour that compromises the safety and well-being of children and staff will be reported to parents and if it continues, may result in the child being removed from the club register.

Equal Opportunities

All children are welcome to attend the club and every effort will be made to ensure an inclusive and inviting environment regardless of gender, age, religion, ethnicity or disability. Staff will work hard to ensure that every reasonable adjustment is made to support the needs of all children. If you feel your child has additional needs which staff will need to be aware of, please make an appointment to meet with the club manager.

Policies

Many of the club's policies and procedures are the same as those for the school. Should you wish to view any school or club policies, copies can be requested from the school office or downloaded from the school website.

Partnership

The Hive operates for the benefit of our families and their children. We aim to work in partnership and within an ethos of mutual trust and respect. We welcome your feedback and any suggestions for how we can develop and improve the club for the benefit of all children.