

# After School Club and Breakfast Club booking FAQs

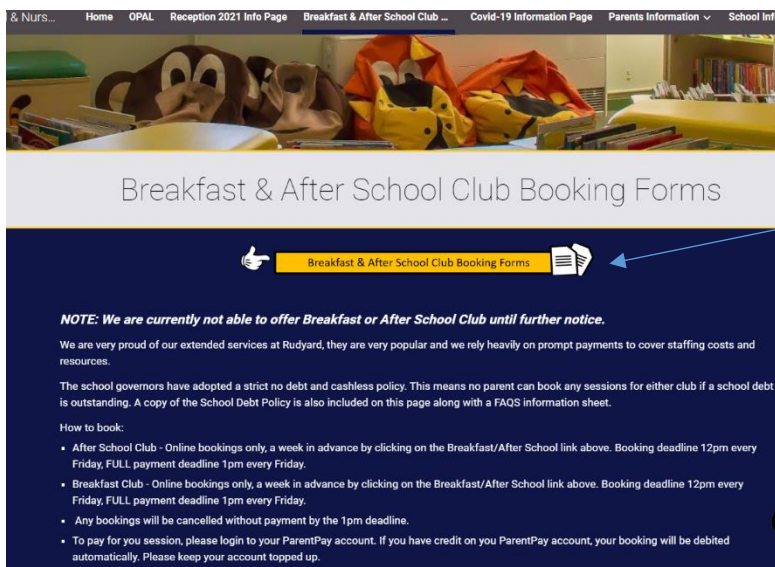
## How to book...

### Step 1: Main website



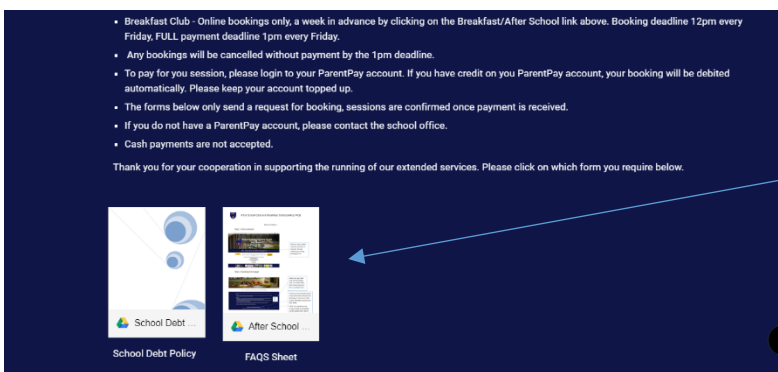
Visit our main school website and click on the link. This will redirect you to two booking forms.

### Step 2: Booking form page



Once you have read the policy, select click on the link, which directs you to the booking form.

NOTE: ALL Breakfast & After School Club sessions need to be booked via the weekly form. We're not able to operate a drop off service or on the days bookings due to staffing ratios.



Make sure you have read and are happy with our School Debt Policy and procedure. This is available here.

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## Step 3: Completing the booking form

After School Club Daily Booking

The form below is for After School Club, online, same-day pre-booking only. If you need to book a session for today, this needs to be booked by 12pm and paid for by 1pm. Any bookings without payments before this deadline will be cancelled and you will need to collect your child at 3.15pm.

If you wish to book Breakfast Club or After School Club for next week, please click here to use our weekly booking form. This allows you to book you weekly sessions in one go. Bookings for the following week need to be made by 12pm on the Friday with FULL payment by 1pm. Bookings will be cancelled without payment.

Thank you for your cooperation in supporting the running of our extended services.

**After School Club Booking form**

Please use this form to book your child's After School Club slot for today.  
Please pay for your session using ParentPay. If payment is not received by 1pm today your booking will be cancelled and your child will require collection at 3.15pm.

**\* Required**

Email address \*

Your email

Your Name \*

Your answer

Your contact telephone number \*

Your answer

Your child's name \*

Your answer

Which After School Club slot do you wish to book today? \*

2:15pm - 4:30pm (£7)

2:15pm - 8:30pm (£8)

4:15pm - 8:30pm (£4)

Submit

You will be presented with the form. Please complete ALL fields and click submit. This form needs to be completed by midday every Friday.

Once the form is completed, you will receive an email that your booking has been made. Any requests made after the Friday deadline will not be processed.

## Step 4: Payment

Your answer

Which After School Club slot do you wish to book today? \*

2:15pm - 4:30pm (£7)

2:15pm - 8:30pm (£8)

4:15pm - 8:30pm (£4)

Submit

ParentPay

Once you have booked, please click the Parentpay logo to pay for the session.  
Your booking will only be guaranteed once payment has been made.

ParentPay  
COUNT ON US

Although we have received your booking request, your place is not secured until you pay. Please click on the ParentPay link to direct you to the ParentPay site. Your payment needs to be received by 1pm every Friday. You will then receive a text confirming you booked sessions by the end of day every Friday. Any booking requests not paid for will be cancelled and the school will notify you by text/call.

*NOTE: If your ParentPay account is in credit and you have enough funds, your session will automatically be debited and you do not need to pay for those sessions via ParentPay. However, we advise checking your balance to ensure you have enough funds and a top up isn't required.*

# After School Club and Breakfast Club booking FAQs

## FAQS

### **Why has the procedure changed?**

*The school has decided to adopt a strict No Debt and cashless policy for our extended services. This is to stop the school incurring parental debts and allow the clubs to be financially viable. This service can only run with prompt payments.*

*This process will enable efficient recording attendance at our clubs, as we have had to restrict numbers due to latest guidance and 'Bubbles'.*

### **Can I pay cash?**

*No. The school decided to limit cash transactions due to guidance surrounding cash handling and virus transmission.*

### **I don't have a ParentPay account?**

*That's not a problem, we can set you up. It is straight forward and the school office to help you. Please call the school for more information.*

### **Why is the deadline so early for After School Club?**

*Due to latest guidance, we have to restrict attendance numbers. We therefore need to ensure all bookings are received and paid for so we can plan staffing and resources effectively.*

### **Why is Breakfast & After School Club weekly bookings only?**

*Sadly, due to a restriction on numbers, we are now unable to operate a drop off or on the day booking service. We therefore require a weekly register to ensure our staffing ratios are appropriate. This gives us a clearer idea of who we are expecting each day for the week and in which 'bubble'.*

### **What if my child is ill and I have paid for my sessions?**

*If you have booked a session and your child is unwell. Your ParentPay account will remain in credit. You won't be charged. You can then use this credit for a future booking.*

### **What if I genuinely forget to book and urgently need After School Club or Breakfast Club?**

*We understand that this could happen on the odd occasion. We allow one concessionary day for emergency i.e family member taken ill, car broken down etc. If this relates to After School Club this will need to be phoned through to the school office and approved by the Head/Deputy. Payment for the club will be required over the phone. If you require Breakfast Club, staff on the door will get confirmation from the Head/Deputy and payment will be required on the door.*

# After School Club and Breakfast Club booking FAQs

## **How do I know my booking has been confirmed?**

*If you have booked your sessions before the 12pm deadline and paid by 1pm your booking is confirmed. You will receive a text confirmation by the end of the day every Friday. If your booking is cancelled you will receive a text/call from the school confirming this too. If you do not hear from the school, you can contact the us and we will be able to confirm your booking.*

## **I am struggling to complete the form, can anyone help?**

*Yes, the office are available to help you complete the form and payment. However, if you require specific support then please inform the inclusion team for further advice.*

## **I only require After School Club until 4pm, do I have to pay until 4.30pm?**

*Yes, we have limited the amount of collection times to simplify the process and procedure. The two collections time are 4.30pm and 5.30pm. You will be charged up to the time you have booked.*

## **What if I am running late to collect my child from After School Club?**

*If you are running late, then it's important you inform the school. If you have booked until 4.30pm but you arrive at 5pm you will be charge until 5.30pm. It's worth noting that if you do not have spare credit on your account to cover this addition charge, your account will go into debt. This means you will have to clear this debt promptly otherwise you will not be able to book further sessions.*