



Peelers Out of School Club

Admissions and Fees Policy

Peelers is registered with Ofsted under the control of Emmanuel Holcombe CE Primary School and our registration number is 105338. We provide care during term time for children between the ages of 3 and 11, serving the children of Emmanuel Holcombe School.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority :-

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions / hours per week.

Please note that any queries, comments or concerns regarding your child's attendance at Peelers must be given to the Peelers staff. The school office staff are unable to answer any of these queries. The contact details for this are given at the top of each page, or there is a book in the office where messages can be left.

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Peelers information, including :-

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, parent contract, booking form
- **Behaviour Management** policy
- **Complaints** policy
- **Uncollected Children** policy

The child will be able to attend the Club as soon as the completed forms are received.

If a place is not currently available then the parent will be informed and the child's name added to the waiting list. As soon as a suitable place becomes available, parents will be informed.

Opening Times

- | | | |
|---------------------------|-----------------|--|
| Breakfast Club : | 7:30 am—8:45 am | (includes breakfast) |
| Early After School Club : | 3:20 pm—4:30 pm | (includes healthy snack) |
| Late After School Club : | 4:30 pm—6:00 pm | (includes healthy snack and a hot meal)
(until 5:15pm for Preschool children) |

Breakfast includes cereal, toast and yogurt with milk or water to drink.

Healthy snack is usually a selection of fruit and vegetable sticks.

Hot meal examples are fish finger wraps, pizza and hotdog.

Booking, Session Fees, Payments and Cancellations

Peelers is pleased to be able to offer flexible childcare to accommodate the needs of individual children and families. Bookings can only be accepted when there is the required level of staffing in place and sufficient food available for each session, therefore we ask that bookings are made with as much notice as possible.

There are 3 different categories for bookings which attract different fees. These are :-

Regular bookings – this is where the same sessions are booked for each week on an ongoing basis, for at least a half term. These attract the lowest fees due to the reduction in administration for these bookings. The sessions booked can be reviewed at the end of each half term.

Ad-hoc bookings – this is where sessions are not attended on a regular basis but are made with more than 24 hours notice. We ask that all sessions are made with at least 7 days notice wherever possible.

Last minute bookings – this is for bookings made with less than 24 hours notice and they will only be taken if the staffing level is as required. Payment **must** be made when dropping off or collecting your child. This includes :-

- when children attend Breakfast Club without a prior booking
- when children attend After School Club if not collected at the end of the school day
- when a child has been booked at any time for the Early After School Club but is not collected by 4.30pm so stays for any part of the Late After School Club.

These bookings attract the highest fees because it results in additional work for Peelers staff.

We ask that all sessions are made with at least 7 days notice wherever possible.

Please note that if a session fee has not been paid before attendance at a session then the 'last minute booking' fee will apply, irrespective of how far in advance the booking was made.

Session Fees and Charges

All fees must be paid for in advance of attendance at sessions to secure the place. Where the booking is a '**Last Minute Booking**' then payment must be made on dropping off or collecting your child. If, for whatever reason, payment is not received then additional charges may apply.

Breakfast Club	Regular Booking	£4.50
	Ad-hoc Booking	£5
	Last Minute Booking	£6
Early After School	Regular Booking	£4.50
	Ad-hoc Booking	£5
	Last Minute Booking	£6
	If not collected after school but not booked into Peelers	£6
Late After School	Regular Booking	£9
	Ad-hoc Booking	£10
	Last Minute Booking	£12
	If not collected after school but not booked into Peelers	£12
	If not collected at end of Early After School Club and staying for any part of After School Club	£12
Weekly Fees	Where a child attends both Breakfast and Late After School Club each day of the week	£60
Late Collection after 6pm (after 5:15pm for Preschool children)		£10 per 15 minutes, or part thereof
Late Payment on 2nd reminder		£5
Late payment on Final reminder		£5

Ways to Book

We ask that bookings are made at least 7 days in advance. However, we appreciate that this is not always possible, so we ask that you give as much notice as you can so that the sessions can be planned efficiently.

If you want to make a '**Regular Booking**', then please notify the Peelers Manager of this and it will then be booked until the end of that half term. Fees will apply for each of these sessions unless the child is off school due to illness. The regular sessions to be attended can be amended at the end of each half term if required. To attract the '**Regular Booking**' fees, sessions must be paid for before attending.

The following methods are available to book :-

- 1 Email the Peelers Manager on peelersosc@gmail.com.
- 2 Complete the booking form (which has replaced the envelopes) which is available from Peelers staff, desk at reception and on the Peelers page of the school website. This can be handed in to any member of Peelers staff or sent into school via your child's book bag.
- 3 For any after school bookings made on the same day as the session to be attended, emails **must** be received before 2.30pm as they will not be picked up after this time. For bookings by phone, the Peelers option on the **school phone 01706 82 3498** should be used where messages are picked up at 2.30pm. **Messages left after this time will not be collected.** If circumstances beyond your control mean that bookings are needed after this time, then the **Peelers mobile 07986 561287** must be used.

If a child is to be collected later than the session they are booked on, the Peelers mobile **must** be used to inform the manager as soon as possible.

If any child is not collected at the end of the school day and they have not been booked into Peelers, if the school has not already been contacted, then school will attempt to contact the parent and they will be informed that the child will be put into Peelers if the child is not collected before 3.30pm. The '**Last Minute Booking**' session fee based on time of collection will apply.

Payment

Payment **must** be made in advance of attendance at sessions and can be :-

- **Childcare vouchers** – we are registered with many schemes as 'Peelers After School Club'. Payments need to be arranged through your employer. Please contact the Peelers Financial Administrator if you require further information.
- **Tax-free Childcare Scheme** – this has been setup by the Government in place of childcare vouchers for those people who are not currently registered with a childcare voucher scheme. It is administered by National Savings and Investments. For further information on this, please refer to www.gov.uk for information on who qualifies for this and how to apply.

- **Bank transfer** directly to the Peelers account. Our bank details are:
Account Name: Peelers After School Club
Sort Code: 01-07-26
Account Number: 49518917
Reference: Your child's name
- **Cheque** made payable to 'Peelers After School Club', placed in an envelope labelled 'Peelers' with your child's name on and attached to the booking form and handed into any member of Peelers staff, or sent in via your child's book bag.
- **Cash**, placed in an envelope labelled 'Peelers' with your child's name on and attached to the booking form and handed into any member of Peelers staff, or sent in via your child's book bag.

Please note that for '**Regular Bookings**', although you may do so, payment for the full half term does not have to be paid as one lump sum, so long as sufficient payments are made ahead of any sessions attended.

Cancellation

If a parent wishes to cancel a booked session, at least 7 days notice must be given to the Peelers Manager to obtain a refund. The fee paid will then be credited back to the child's account. Otherwise, the fee will still apply, even if an alternative session is booked for the same week.

Parents should notify the Peelers Manager as soon as possible if a child is not going to attend a booked session. This could be by email, text or phone message.

If a child does not attend a booked session, whether this has already been paid for or not, the fee will apply unless the child is off school due to illness. In this case, the payment will be credited to your child's account.

Please note that for children attending all sessions each week at the discounted weekly rate, fees will only be refunded for sessions when a child is off school due to illness.

The Manager may use their discretion depending on circumstances.

Late Collection

If a child has been booked for Early After School Club but is not collected before 4.30pm, then the fees for the '**Last Minute Booking**' Late After School Club will apply. Please notify the Peelers Manager on the **mobile 07986 561287** as soon as possible if a child will not be collected by 4.30pm so that food can be prepared for your child.

All children must be collected by the end of the late session time. This is 5:15pm for Preschool children and 6pm for school children. The school is locked up by the caretaker at 6pm. Parents **must** notify Peelers if they know they will be late collecting their child. In the event that a child has not been collected by the end of the session, then additional fees will apply as detailed in the table above.

If a child has not been collected within 15 minutes of the end of the session and the parent has not contacted the Peelers mobile, the Manager will attempt to contact the parents and any emergency contacts provided to arrange collection. If it is not possible to make contact, then Peelers will follow the Uncollected Child Policy and contact Social Care.

Late Payment

Peelers value the fact that the majority of parents pay for the sessions ahead of attendance as required. However, where payments have not been made, the following steps will be taken :-

- Email, text or reminder note sent home with the child early the week following the session attended stating the amount outstanding and the sessions this relates to.
- If the payment is not made by the following Monday, further contact will be made, and a late payment charge of £5 will be added to the bill.
- If payment has still not been received by the following Monday, and the parent has not made contact with Peelers, then a letter will be sent home stating that unless payment is received by the end of that week, Peelers will be unable to offer the child a place until the outstanding amount has been received in full. A further late payment charge of £5 will be added to the bill in this instance.

Financial Difficulties

For any parents who are having problems paying, it is important to act quickly to stop the problem escalating. Parents must speak to the Peelers Financial Administrator in confidence as soon as possible who will be willing to discuss the issue and agree a payment plan. All parents in this position will be treated sympathetically and we will do what we can to help.

Peelers will consider requests for a variation to payment terms on an individual basis. This should be done by contacting the Peelers Financial Administrator.

The Peelers Financial Administrator can be contacted by leaving a message in the Peelers book in the school office or directly by email at peelers@emmanuelholcombe.bury.sch.uk but this email address **must not** be used for bookings.

This policy was adopted by Peelers	Date: 20 th April 2020
To be reviewed: April 2021	Signed: