

# BREAKFAST AND AFTER SCHOOL CLUBS

## **Frequently Asked Questions / Terms & Conditions:**

### **Futura childcare at Cheddar Grove Primary school**

**Q:** When are you open?

**A:** Childcare operates across term time only.

Breakfast club runs from 07.30am – 9am

Afterschool club operating between 3.30pm – 5.45pm Monday – Friday.

**Q:** Pricing – How much do sessions cost per child?

**A:** 2023/24 prices are: Breakfast Club: £5 per session (£2 for stop and drop at 8.30am and no food)

After School Club: £9.00 per session

If your child in receipt of pupil premium a discounted option will show on your MCAS app when booking.

**Q:** What will the activities be?

**A:** The team will be arranging a range of age – appropriate activities including outdoors when the weather permits.

**Q:** Can I drop my child after start times and pick up before closing times for all clubs?

**A:** Yes, however the price for a session is fixed irrelevant of drop off / collection time. We do offer a stop and drop provision in the mornings during term time.

**Q:** Will food be provided?

**A:** Yes, breakfast and an afternoon snack will be provided at Breakfast and After School Clubs.



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**Q:** Will there be a provision on INSET days?

**A:** This is not currently planned but if there is sufficient demand we will look into providing this.

**Q:** Who will be looking after my children?

**A:** Children will be looked after by a team of suitable qualified / experienced staff and a supervisor will be present for both morning and afternoon sessions. The team will be employed by Futura Commercial Services Limited, (a subsidiary of Futura Learning Partnership).

**Q:** What are the term dates?

**A:** Please visit the My Child At School App or visit our website.

**Q:** Can you give my child medicine?

**A:** We are not able to administer prescribed medicine to children whilst they are at the sessions. Parents must administer medicines prior to session unless otherwise communicated with a plan in place via the school. It's important that any allergies or medicines are updated on a regular basis. Please inform our supervisors if changes occur.

## **Booking and Payment:**

We use a system called **Bromcom** to manage registration, bookings and payments for all breakfast, afterschool bookings.

**Q:** Do I have to book for the whole year?

**A:**

**Breakfast club** – can be booked ad hoc via the MCAS app under breakfast club up to the day before.

**After school club** – must be booked a term at a time in advance via the MCAS app under clubs – e.g- term 1 for term 2, term 3 for term 4 etc. Term one bookings can be requested at the end of each academic year (during term 6). Priority will be given to those wishing to book regular spaces for each block of terms and to those who have booked for the previous terms. Shorter term and ad hoc bookings may be possible if there is capacity and can be requested via email [childcare@cheddargroveschool.org.uk](mailto:childcare@cheddargroveschool.org.uk)



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**Q:** Will priority for places be given to children historically who have used the provision?

**A: Yes**, priority will be given to children who have currently used the provision, with fresh enquiries being booked on a first come – first served basis.

**Q:** How do I pay?

**A:** Payment will be requested at the time of booking via the MCAS app.

**Q:** Can I pay/part pay with childcare vouchers/ grants?

**A:** Yes it will be possible to use childcare vouchers/ grant, if this an option you would like to use, please email [childcare@cheddargroveschool.org.uk](mailto:childcare@cheddargroveschool.org.uk), and we can assist you with further instructions.

**Q:** Will I be charged a late payment fee if I don't pay within 5 working days of time of booking?

**A: Yes** – Initially a 'pay reminder' will be sent to prompt you to pay. Following an initially reminder, a late payment fee will be added to your account of £10.00, each time an invoice exceeds the 5 working day payment term. If you experience troubles with payment or would like to speak to someone in confidence about managing your invoice please email [childcare@cheddargroveschool.org.uk](mailto:childcare@cheddargroveschool.org.uk)

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**Q:** Do I have a cooling off period?

**A:** Yes you can cancel your termly bookings within 14 days of the term starting if the setting isn't what you expected. All sessions attended during that time will have to be paid for, but remaining sessions will not be charged. After the 14 day initial period any further cancellations will include the full booking term and outstanding invoices will need to be settled.

**Q:** What if my child is sick/absence?

**A:** All pre-booked allocations will be charged in full, cancellations and absences will also be charged in full. Therefore please communicate early, if you wish to amend your childcare arrangements each term.

**Q:** What will happen if I don't pay my invoice?

**A:** The first stage of no payment will result in the removal of any future bookings along with the ability to book further sessions. Following this if invoices are not cleared, we may consider legal action to recover our costs involved in running the provision.

**Q:** Can I book ad-hoc sessions?

**A: Yes** ..... where availability allows. Please email [childcare@cheddargroveschool.org.uk](mailto:childcare@cheddargroveschool.org.uk) to enquire for availability.

Any further questions outside of the FAQ's, please do not hesitate to contact us via [childcare@cheddargroveschool.org.uk](mailto:childcare@cheddargroveschool.org.uk)

Kind Regards

Futura Childcare Team

