



**PARK STREET
CHURCH OF ENGLAND
PRIMARY SCHOOL**

Before School Club - Frequently Asked Questions

Q. What time does Before School Club open?

A. Before School Club opens at 8:00 am.

Q. What time does Before School Club Finish?

A. Before School Club finishes at 8:50, at which time your child will join their class line.

Q. If I arrive early and the staff are already there, can I send my child in early?

A. Please do not send your children earlier or ask our staff to let them in earlier. The school's Ofsted registration does not permit us to admit children any earlier than 8:00 am. Our staff arrive at 7:50 am to set-up and ensure they are ready to supervise the children safely at 8:00 am.

Q. Can I drop my child off at any time?

A. You can drop your child off anytime between 8:00 am and 8:45 am. Except by prior arrangement with the school, any child entering the school before 8:45 am will be regarded as having attended Before School Club. Any child arriving after 8:45 am will not be charged for attendance.

Q. Do you serve food at Before School Club?

A. No. After consultation with parents, the decision was taken that from September 2018 we would not provide breakfast. The alternative would have been to raise the fees.

Q. What will my child do at Before School Club?

A. We provide a range of games and fun activities to keep children entertained. The focus of this time is play and preparation for the school day. A typical programme for the week would be:

- Monday - Arts and Crafts
- Tuesday - Board Games
- Wednesday - TV (documentaries and educational programmes)
- Thursday - Quizzes (Sudoku, word searches, crosswords, general knowledge)
- Friday - Keep Fit!

Q. Do I need to book Before School Club in advance?

A. Yes, to be certain of securing a place. For safeguarding reasons, we have to limit the numbers attending the club.

For those who use the club on a regular basis, bookings for the next half-term can be made from one week before the end of the previous half-term. To ensure parity for new children joining part way through the year, we will only accept bookings for a maximum of one half-term at a time.

If you need to use the club more flexibly, you can make your booking any time up to 1:15 pm the day before you need to use the club. However, we will deal with bookings on a first-come-first served basis and, obviously, the later you leave it the greater the risk that we won't have space for your child(ren).

You can book in one of two ways: in person with Mrs Wares when you drop your child(ren) off or by emailing bscbookings@parkstreet.cambs.sch.uk. This email address will not usually be monitored over the holidays. However, as this is a new system, for those of you wanting to book over this summer for next half-term, this email address will be monitored periodically until 9th August. It will then not be monitored again until 2nd September. During term-time it will be checked daily at 1:15pm. You will receive an email either confirming your booking or advising that there are no spaces available.

To ensure that bookings are taken on a first come first served basis and to avoid the risk of double-bookings, we will only accept bookings by these two methods. Please do not call the office or email either office@parkstreet.cambs.sch.uk or finance@parkstreet.cambs.sch.uk with booking requests.

Q. I urgently need childcare for tomorrow, but I haven't pre-booked. What can I do?

If it is before 1:15 pm, you can email bscbookings@parkstreet.cambs.sch.uk. We will get back to you before 2:00 pm to let you know if we have a space for tomorrow.

If it is after 2:00pm, you are welcome to turn up the next day and if we have space your child(ren) will be welcome to join the club on an ad hoc basis. However, we cannot guarantee to take your children and staff are under instructions to stick strictly to the daily limit on numbers.

Q. How do I pay for Before School Club?

A. Before School Club should be paid for in advance or on the day of attendance. You can pay:

- online at www.payyourschool.co.uk
- using childcare vouchers, if the school is registered as a provider with your employer's Childcare Voucher Scheme.
- with cash, in the office in advance or on the door.
- by cheque, made payable to Park St CofE Primary School, in the office or on the door.

We prefer online payments as these minimise the cost of administering the club and make the low fee we charge sustainable.

If paying cash, it is helpful if you can have the correct money. Before School Club is a small operation and we cannot guarantee to have change available. For security reasons, we minimise the amount of money in the cash tin.

Q. How do I pay online?

A. Our online payment provider is called SIMS Agora. You can find it at www.payyourschool.co.uk. To activate and access your child(ren)'s account you will need an activation code. Please email finance@parkstreet.cambs.sch.uk if you do not have your activation code or if it has expired.

To keep transaction charges to a minimum we only accept online payments for a minimum of 3 sessions per child.

Q. How do I pay using childcare vouchers?

A. If you are interested in paying using childcare vouchers please email finance@parkstreet.cambs.sch.uk with details of your childcare voucher provider and our Finance Officer will advise you further.

Q. How much does Before School Club cost?

A. Before School Club costs £4.20 per child per session. This must be paid in advance or on the day. Any sessions paid for in arrears will be charged at a late payment penalty rate of £8.00 per child per session.

Q. How do I know if I will be charged a late payment penalty fee?

A. It is the responsibility of parents to keep track of their Before School Club use and ensure that they pay in advance for any sessions used. We rely on the support of parents in this matter to keep our administration costs, and hence our fee, low. Attendance is regularly checked against payments received. Any sessions not paid for at the time of checking will be charged at £8.00 per child per session. You will be notified of these by email. If the amount owed to the club exceeds £40 (the equivalent of one week's attendance without payment) your child will not be allowed to attend the club until the debt is settled.

Q. I haven't paid in advance for any sessions and I want my child(ren) to attend Before School Club tomorrow morning, but I don't have any cash on me. Can I pay online instead?

A. Yes, if you have already set up your account for www.payyourschool.co.uk.

Q. I don't have an online account at www.payyourschool.co.uk and I didn't have cash or a cheque when I dropped my child off for Before School Club this morning. What happens now?

A. If you pop in to the office and pay cash or cheque on the same day that you used Before School Club, the charge will still be £4.20. If you pay after the day you used the club, or if the office has to contact you to remind you to pay, the charge will be £8.00.

Q. Why do you charge more for late payment?

A. The higher charge for late payment is to cover the additional administration associated with late payments: checking payments against attendance registers and phoning and emailing parents to remind them to pay for sessions used.

Q. My child has medical needs requiring regular/emergency medication. Can they attend the club?

If your child has a medical need that requires them to take medication in school or during Before School Club, this can only be done in accordance with the school's Medical Needs policy.

For your child's safety, you are advised to discuss your child's attendance at Before School Club with the school office before they attend.