



# Woodlands



## At Sandringham



## Breakfast & After School Club Parent Handbook

Updated September 2025



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## ABOUT THE CLUB

### Aims

At our Breakfast & After School Club we provide safe, secure wrap around care for Reception, Year 1 and Year 2 children within a relaxed familiar school environment. We offer a range of activities to reflect the interests of children at the club.

### Our offer

Children are free to choose activities and resources as they wish. There are always a selection of activities and resources available including dressing up, crafts, board games, construction and physical play. We also run additional activities for the children during certain days of the week such as baking, pottery and painting.

### What we provide

At Breakfast Club we provide a wide choice of food including cereal, toast, croissants, brioche, pancakes, crumpets, fruit and yogurts.

The food we provide at the After School Club is not intended as a substitute for a main evening meal. We provide nutritional healthy snacks, including fresh fruit, vegetables and water. We promote independence by encouraging the children to clear away after themselves.



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# TERMS AND CONDITIONS

## Admission

On admission, families are given access to the Breakfast and After School Club booking system. By booking, you agree to our Breakfast and After School Club terms and conditions as detailed in this booklet. We will use the same consent and emergency information as completed on your school admission form. Please ensure you let the school office know if any information has changed.

## Timings, Booking and Fees

- Breakfast Club -7:45am – 8:40am at a cost of £7
- After School Club – Half session: 3:15pm – 5pm at a cost of £11 a session
- Full session: 3.15pm – 6pm at a cost of £16.50

The price per session per child applies to all children. All bookings must be made online by 23:00PM for attendance the following day.

If you require a booking after this time frame, you will need to contact the School Office during school hours to check availability.

Bookings and payments are managed through Arbor, which can be accessed via the Sandringham School website under the 'Online Payments' link. When you join the school, you will be provided with a link to access the Arbor app. If you do not have access, please contact the school office for assistance.

We also accept childcare vouchers. Please see the attached voucher information sheet for details. If you wish to pay by voucher or tax-free childcare, kindly inform the school office.

**Please note:** All voucher and tax-free childcare payments are paid directly into our bank account and will **not** automatically update on Arbor. These payments are manually added at the end of each month. So, if you have made a payment but your balance hasn't updated yet, please don't worry — it will be reflected soon.

It is parents/carers' responsibility to ensure all vouchers or BACs payments are identified through the reference being entered – this is your child's full name or voucher reference number. **We are also unable to refund any overpayment made using vouchers.**

### **Booking cancellations**

In order to receive a refund, we require **24 hours' notice** to cancel any wrap-around care bookings. All refunded sessions will be returned as credit on your child's account for future use.

Please also remember to let the school office know if your child will not be attending the club for any reason, even if the session has already been paid for.

### **Induction**

We ask parents to identify themselves to the team on the first day of your child's attendance and your child will be assigned a buddy to help them to settle in.

### **Arrivals & Departures**

On arrival of Breakfast Club, please ring the hall bell and a member of staff will come to greet your child.

On collection from the After School Club, please ring the hall bell or call the Club mobile number (if advised by a sign on the door) due to the children playing on the school field.

Please note that mobile phones can be used to contact the club on arrival, but should not be used for any other purpose on the school premises due to the schools safeguarding policy.

### **Behaviour**

High standards of behaviour are expected from all children attending the club. Any child who behaves in an inappropriate way will be supported in accordance with the school behaviour policy and if this continues the Manager will discuss this further with parents. Further details can be found within the School Behaviour Policy.

Inappropriate behaviour from any adults will not be tolerated. Our Club is a place of safety and security for the children who attend and the staff who work here. Anyone exhibiting inappropriate behaviour will be asked to leave the site.

Parents are encouraged to discuss any concerns with the Manager or member of the team. All information relating to children and their families is strictly confidential.

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## GENERAL INFORMATION

Respect for and proper use of all property, equipment and the premises is expected to ensure that the club remains well resourced.

Please ask your child to leave toys, money or valuables at home.

Please send your children with a change of clothes and shoes suitable for inside and outside activities. All clothes should be in a named bag and put on the trolley in the hall.

For children who are booked in for a full session, at 5pm we sit down and have our tea. Children are invited to bring a healthy packed tea (**no sweets, fizzy drinks or nuts please**) and all children and adults sit and enjoy a social tea time together. This should be in a named bag and taken into class at in the morning and will be passed on to the After School Club.

### Illness

If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected as soon as possible.

### Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times.

Our team are trained in first aid and a first aid kit is kept on the premises.

If your child has a minor accident whilst in our care, you will be informed when you collect your child.

### Medication

Please let the Manager know if your child is taking prescribed medicine.

If your child needs to take medicine whilst at the Club you will be asked to complete a **Permission to administer medication form** in advance with the school.

Please do not give medicines to your child to keep in their bag.

### Sun Cream

If you would like your child to have sun cream available during the summer term, please supply a named bottle to the school office to be kept at the club. This can only be used by your child at the club and not during school hours.

### Toileting

If your child has a toilet accident, they will be encouraged to clean themselves and change their clothes if necessary. However, if they are unable to do this, you will be contacted and requested to collect your child and take them home.

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## VOUCHER & TAX FREE PAYMENTS INFORMATION

If you wish to pay by voucher or tax free child care, please let the school office know. You will then be given access to make bookings in advance.

The school is already set up with most voucher providers, so if you require our school registration account number please contact the office. If we are not already registered with the provider we can contact them to register.

You will need to make voucher or tax free childcare payments on a regular (monthly) basis to meet your booking fees. This can be paid in full or if the balance is not met you will need to make an additional online payment to clear the balance.

The school office will see your voucher or tax free childcare payment and reference number on our bank statement and will credit your account accordingly.

You will receive monthly/half termly statements if your account is not in credit and bookings may be suspended if payment is not made and further action may be taken.

**Please note, voucher or tax free childcare payments cannot be refunded by us or your voucher provider when you cease to use the club. This is particularly relevant when your child is leaving the school.**

Payments made by vouchers go directly into our school bank account, but they do not automatically appear on your Arbor balance. I update Arbor manually at the end of each month, once I receive the bank statements from our central accounts team.

So please don't worry if you've made a payment but your Arbor account hasn't been updated yet—it will be reflected once the monthly update is complete.

At the end of each academic year, the account must be cleared in time for the next academic year.

We understand this may appear to be a complicated process, so please call the office on 01252 837538 if you have any further queries.

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## CONTACT INFORMATION

Sandringham Infant & Nursery Academy

Breakfast & After School Club

Sandringham Way

Frimley

Camberley

Surrey

GU16 9YF

### **School Office Contact**

Telephone: 01252 834405

Email: [info@sandringham.kite.academy](mailto:info@sandringham.kite.academy)

Working hours: Monday to Friday 8:30am – 3:30pm

### **Club Contact**

Manager: Mrs Roz Wheeler

Mobile number: 07796401478 (Monitored 7.30am-7.40am & 4pm-6pm.)

Please leave a voice mail message if there is no reply.