



DRAGONS AFTER SCHOOL CLUB – YEAR R

Ofsted Registration No EY490565

PARENTS INFORMATION LEAFLET 2026-27

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About Us

- We provide a safe, happy, friendly, well-supervised environment for all children to play, learn and develop within our Ofsted registered wraparound care club (Ofsted Registration No. EY490565).
- After School Club runs from 3.25pm – 6pm for children who attend Year R at Fair Oak Infant School. Club provides the opportunity of participating in a variety of activities to suit the age range of children attending, such as board games, arts & crafts, construction, role-play, outdoor games etc.
- The children who attend the After School Club provision are collected direct from the Infant School and escorted to the After School Club by our staff.

Payment and Booking Procedure

- Bookings must be made in advance.
- Parents will still be charged for pre-booked sessions if their child does not attend After School Club.
- If you require additional sessions, please check availability first by contacting the Childcare office on 02380 603221 or message via the Family app (this is our software package that is used for childcare, you will be sent a link once your child is due to start with us) stating clearly the additional dates you require and you will be given confirmation if the session is available for your child to attend. Children cannot just turn up at club, as we may not be able to accommodate them due to staff to child ratios.
- Under special circumstances parents may be permitted to swap a session at no additional cost during the month, provided we have places available, and the request is made at least a week in advance.
- Invoices will be issued by email and are available on the Family app at the end of each month, payment should be made within 14 days or no later than the 20th of the following month.
- Payments are accepted by debit/credit cards via the Family app, bank transfer, childcare vouchers or the Tax-Free Childcare scheme. Club staff are not permitted to accept any payments.

- A late fee of 10% of the outstanding invoice value will be added to your account should the invoice not be paid by the due date. If payments are continually not received by the requested date, children may not be accepted at the club, even if they are a regular member. We reserve the right to withdraw a place.

Cancellation

- We regret that refunds for cancellations cannot be made, except in exceptional circumstances.

Registration Forms

- On online registration form must be completed in full, providing contact names, telephone numbers, children's doctor, allergy information, and special requirements including learning, emotional and behaviour difficulties. The club must be notified immediately to any change of these details, including changes to contact numbers should we need to contact you in an emergency. Children cannot be accepted in the club without a completed form.

Absences (For After School Club)

- If children are either absent or being collected direct from school, please notify us by the Family app by 3pm, after 3pm please contact ASC direct on 023 8069 2679, option 9 extension 291. This is important for your child's safety.
- If children are attending school but will not be attending club, then it is the parents' responsibility to advise the club 24 hours before.
- If children are registered to be at the club but do not attend, we will call parents, emergency contacts, and if no response we will contact the Social Services and Police.

Collection

- Parents must sign their children out from the club on the register held by the club staff.
- You can collect your children at any time during the course of the afternoon but no later than 6.00pm. You will be charged for the whole session, as booked, even if you collect your children earlier.
- If you have a problem getting to the club on time to collect your children, then you must ring the club to advise of the reason for the delay and make alternative arrangements for the collection of the children: Dragons After School Club – 023 8069 2679, option 9 extension 291 or Hatchlings office on 023 8060 3221. If you make alternative arrangements for the collection of your children you need to notify the club, giving details of the person who will be collecting on your behalf and a known password, as supplied on your children's registration form.
- If someone is collecting on your behalf and they are under 16 please ensure that this is agreed with the Childcare Operations Manager in writing prior to pick up.
- If a parent arrives late for any reason (i.e. after the pre-booked collection time), a late charge will be incurred of £10.00 for the first 10 minutes, and then £5 for every 5 minutes thereafter charged on that month's invoice.
- If a parent is persistently late in collecting their child after 6pm on three or more occasions within one month - it may result in the child being withdrawn from Club. If a child fails to be collected from Club by 6pm, the child's parent / main carer will be telephoned at 6.05pm. If a parent / main carer cannot be contacted, the club staff will use the child's emergency contact details to find an alternative designated adult. If a parent or other designated carer for the child cannot be contacted the club staff will telephone Children's Services to arrange for short-term emergency care of the child.

Security

- Children will not be permitted to leave the club unaccompanied at any time.
- No mobile phones will be permitted to be used at club.
- The security, health and well-being of our children is our first priority.
- All visitors must report to the club staff upon arrival and sign in.
- Any unauthorised entry will be treated seriously and may result in police involvement.

Photographs

- At times, we may use cameras within the club - these images may be used for newsletters, our scrapbook or on parent/carer notice boards or our website. We may also use the images for publicity or in news items to promote the club including on social media.
- There are permissions on the registration forms about this for you to indicate your preferences, permissions can also be confirmed or amended on the Family app.

First Aid/Accidents

- It is important to realise that at times when children and young people are playing “playground accidents” can happen. For this reason, we have staff that are qualified in administering first aid.
- Any minor accidents will be dealt with and recorded on the Family app. The parent/carer will be informed when collecting children from the club. In case of a more serious accident, the appropriate action will be taken, and the parents will be informed immediately.

Illness

- If children are ill during a session, the parent will be contacted. If children suffer from an infection or infectious illness, the club will ask the parents to collect the child immediately, with the understanding that children will only be accepted back at the club when they are fit. Please note that 48hrs is the requested time for sickness/stomach bug. This action is necessary for the protection of other children from infections and illness. The club needs to be informed if children are not attending due to illness.

Child Protection/Safeguarding Children

- We take our responsibility for child protection seriously. All staff are aware of child protection issues and recognises signs of abuse, as well as procedures for referring them to our Designated Safeguarding Lead who will make the necessary referrals to the local authority. We also have a child protection policy in operation.
- All of our staff working directly or indirectly with children and young people at the club has had an enhanced DBS check.

Snacks

- The club offers a variety of snacks, including fresh fruit as well as a carbohydrate ie pitta/wrap/bread etc. Children have access to drinking water throughout the session.
- Any food allergies/dietary requirements etc must be informed at the time of booking.

Behaviour

- Whilst the emphasis of the club is on having fun and to enjoy a range of experiences, it is important to maintain a high level of behaviour for the safety and enjoyment of all. To this end, poor behaviour will not be tolerated. The club staff and management will determine the definition of poor behaviour. Examples of such behaviour include bullying, vandalism, excessive bad language, physical violence, abusive behaviour/language or anything that puts an individual or group at risk.
- A child exhibiting unacceptable behaviour will first be spoken to about their behaviour and given an opportunity to demonstrate an improved attitude. Unacceptable behaviour incidents are recorded and given to the child's parent to sign. If the behaviour continues, the child may be withdrawn from the Club after three recorded behaviour incidents. In exceptional cases there will be no warning given, such as stealing or purposely causing harm to another.
- The management reserve the right to refuse entry to any participant at their discretion. There will be no appeal or refund of monies already paid.

Health and Safety

- All staff are fully trained in emergency and evacuation procedures.
- Emergency and evacuation procedures will be practised during the club's timetable.
- The staff of the club are responsible for completing daily safety inspections of the site and its facilities.
- All incidents will be recorded in the accident and incident log kept in the club.
- There will always be qualified first aiders available, with a First Aid point located nearby.

- Serious incidents will be referred to the appropriate authorities.
- In warmer weather, children should be provided with a hat and are welcome to bring a change of clothes as some activities are outdoors.

Emergency Closure

- If the club is closed by the management at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes, etc a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and the parents make the decision not to send their children. You will be informed of any closure via the Family app.
- In adverse weather conditions information will also be posted on the Family app.

Data Protection

- Any information held by the club on participants will be made freely available to them or their parents (proof of ID may be required). Information on other participants will be held in the strictest confidence.

Equal Opportunities

- The club is committed to equality of opportunity for all.
- We shall endeavour to enable children to adapt, if necessary, to interact socially and to have access to a broad and balanced range of activities.
- We are committed to provide the appropriate support where necessary to ensure integration.
- We recognise all children as individuals with different needs.
- Inappropriate attitudes and behaviours will be dealt with sensitively.
- All staff will actively uphold the principles of our Equal Opportunities Policy.
- We will regularly review our Equal Opportunities Policy and monitor its effectiveness.

Special Educational Needs

- We welcome participants with learning and physical needs.
- The club is fully equipped to manage a wide range of physical abilities.
- Every effort will be made to cater for those with special needs, where appropriate activities may be adapted.
- We will regularly review our Special Needs Policy and monitor its effectiveness.

Complaints Procedure

- If you have an issue or problem with any aspect of the club, in the first instance talk to the club staff on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please contact the Childcare Operations Manager (nursery@hatchlings-childcare.co.uk).

Waiting List

- Parents will be notified of the availability of spaces on a first come, first served basis. Children who have attended Hatchlings Nursery/Pre-School will have priority for the spaces.

We trust that your child will have an enjoyable time in the club. We look forward to seeing them.

Pricing

- After School Club 6 pm
- £13.50 per child - £11.50 per sibling
- If attending curricular club then After School Club (430pm-6pm)
- £8.30 per child - £7.00 per sibling

(Prices are correct at time of going to press, however Hatchlings reserve the right to change the prices if required).

Contacts

- **Key Contacts**

Sammi Knell
Helen Barber

Childcare Operations Manager
Bookings and Payment Administration

- After School Club 023 8069 2679, option 9 extension 291
07943 138 297, till 6pm (nursery room adjacent to ASC, same building)
- Nursery 023 8060 3221 nursery@hatchlings-childcare.co.uk
- Community office 023 80692678 (Term Time Only)

Website

www.hatchlings-childcare.co.uk

Booking Link

<https://forms.gle/gy235f3EQ6CqUHqW6>