

# BREAKFAST AND AFTER SCHOOL CLUBS



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

### **About Zest Childcare @ The Meadows:**

**Q:** When are you open?

**A:** Zest Childcare operates across term time and offers a holiday club during half terms and holiday periods.

Breakfast club runs from 07.30am – 9am

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

Holiday Clubs offer a long day (8am – 6pm) and shorter day option (9am – 3.30pm)

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

**A:** 2022/23 prices are: Breakfast Club: £5 per session (£2 for stop and drop)

After School Club: £7.75 per session

Holiday Club (Long Day) £22.50

Holiday Club (Short Day) £18.50

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

**A:** The team will be arranging a range of age – appropriate activities including outdoors when the weather permits. More information will be provided in due course and our team on site can always showcase the activities the sessions have offered.

**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 will be provided at Breakfast Club for a full session (not stop and drop) and an afternoon snack at After School Club. At the Holiday Club setting a toast snack is provided and we advise you to send an appropriate packed lunch when attending Holiday Club. There is also the option of a tuck shop at Holiday Club. Bring maximum of 20p.

Dietary requirements can be specified at the time of registering via the [ParentAdmin.com](https://parentadmin.com) application.

**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.



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

**A:** Children will be looked after by a team of suitable qualified / experienced staff 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 following webpages for the most up to date terms dates:

The Meadows Primary Term Dates - [The office / The Meadows Primary School](#)

**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 us if changes occur.

## **Booking and Payment:**

We use a system called **Nurse in a Box** to manage registration, bookings and payments for all breakfast, afterschool and holiday club bookings. As a parent you have control over this and can communicate with a member of our admin team via the system and Nursery in A Box ParentAdmin App. Following initial enquiry, we will support you with set up.

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

**A:** You can manage your bookings on the parent admin app. They have been set up as regular bookings so do email at least 14 days in advance if you need these changed or you will be charged. 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 to [zestchildcare@themeadowsprimarieschool.org.uk](mailto:zestchildcare@themeadowsprimarieschool.org.uk) or via the 'Nursery in a Box - Parent Admin app, when registered. It is the parents / carers responsibility to check the booking pattern as once the term starts the invoice billing will be produced on the information within this.

**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:** Invoices for all bookings, will be emailed via our finance team on a monthly basis. All invoices need to be paid via BACS or childcare vouchers aligned with our booking terms stipulated on the invoice.



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

**A:** Yes it will be possible to use childcare vouchers. We will be using our new booking/payment application to request payments via invoice. These sessions will show on your account with a breakdown of how you have paid or part paid.

**Q:** what will happen if I am late collecting my child?

**A:** Please contact the mobile number and let the staff know. A staff member will remain on site with your child until you are able to collect them. For every 15 minutes that you are late, a £10.00 late payment fee will be added to your account.

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

**A: Yes** – Initially a 'pay invoice 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 [zestchildcare@themeadows@futuralearning.co.uk](mailto:zestchildcare@themeadows@futuralearning.co.uk) or raise a ticket via the [ParentAdmin.com](https://ParentAdmin.com) application.

**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. Your child will then have their registration removed.

**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 [zestchildcare@themeadowsprimaryschool.org.uk](mailto:zestchildcare@themeadowsprimaryschool.org.uk) to enquire for availability or register your child on our parent portal [ParentAdmin.com](https://ParentAdmin.com) .

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

Kind Regards

The Zest Childcare Team.