

**Out of School Club Policy**

**St Anne’s C of E Primary School**

**March 2025**

# St Anne’s Out of School Club Policy

This policy outlines application procedures, how places are reserved, rules on attendance, cancellations, and payment conditions for the St Anne’s Out of School Club (OSC).

# Principles of the Out of School Club

* St Anne’s Out of School Club exists to provide a safe and supportive environment for St Anne’s children before and after school hours.
* The fees are set to pay for staff time, pay the school a nominal rent to cover operating expenses, and provide a small budget for the OSC to spend on food, toys and games. The OSC should not make a large profit, nor should it consume money from the school budget.
* Within the constraints of the budget, the OSC aims to have a high ratio of staff to children, to allow the children a varied range of activities each day.

# How to book a place at OSC

All enquiries regarding OSC can be made through the school officeon **01480 375300** or [office@stannes.cambs.sch.uk](mailto:office@stannes.cambs.sch.uk).

Places can be booked via the Arbor App, we ask for your child’s place to be booked at least 24 hours in advance of the session. On the rare occasion that a place needs to be booked within 24 hours please call the school office.

# Attendance and changes

When booked into OSC, children are the responsibility of the school, for safeguarding and insurance purposes, until the OSC session ends or the children are signed out by their parents. For this reason, it is important that OSC is informed of non-attendance in a timely manner.

The school asks that all children are collected from OSC by an adult. The usual walking home alone consent form does not apply when leaving OSC.

## - Cancellation of Sessions

If a child is booked into an OSC session but is not going to attend, a parent or carer must notify the school office by phone (01480 375300) or by e-mail (office@stannes.cambs.sch.uk) at least 24 hours before the session is due to start. Cancellations cannot be made through Arbor. If 24 hours’ notice is not given, the charge for the booked place will still be applied, regardless of whether the place is taken up or not.

Sessions cancelled due to illness will not be charged.

# Payment conditions

## - Fees

All payments for OSC will be charged through Arbor.

* Fees will still be payable for children booked into the club, who then attend an after school activity (such as multisports, football, etc.), at the school or elsewhere.
* Where a child attends an after school activity before arriving at the club, fees will be charged from the end of the school day. This secures your child’s place in the event of the after school activity being cancelled last minute.
* OSC charges are as follows:
  + Monday - Friday 3.30pm - 5.00pm - £9.00
  + Monday - Thursday 3.30pm - 6.00pm - £11.00

## - Late collection fees

Due to the costs incurred in keeping OSC open beyond 6pm (5pm on Friday), if you are late collecting your child, you will be charged a late collection fee as follows:

* Between 6pm and 6:10pm £6 charge (5pm and 5.10pm on a Friday)
* 6:11pm onwards £1.20 per minute charged (5.11pm onwards on a Friday)
* Late collection at the end of a first session (5pm) the charge for the session will be at the 6pm fee

If you are running late to collect your child, please contact OSC to inform them of your expected arrival time on **01480 227809.**

## - Invoices and payment terms

Charges for OSC are added to the Arbor account on the week they occur.  Parents should aim to maintain a positive or zero balance on Arbor at all times. Weekly reminders will be sent out to any accounts that have outstanding balances. St Anne’s reserves the right to withdraw a child’s eligibility to book on to OSC should the account balance not be paid.

## - Modes of payment

You may choose from the following modes of payment to settle your invoices.

1. Paying by [Arbor](https://support.arbor-education.com/hc/en-us/articles/360020147458-Log-into-the-Parent-Portal-and-the-Parent-App#what-is-the-parent-portal--0-0) - Accounts can be paid online with a debit or credit card
2. Childcare vouchers – OSC DfE number required to register is **8733384**

## - Billing Disputes

If you have a query about the amount that you have been charged for OSC, please make contact initially with the school Business and Finance Manager. If you do not feel your query has been resolved, you may send a dispute letter to the Head Teacher outlining the disputed amount and the reason for the dispute. Any such dispute letter must be received at the latest 14 days after the charge date to be considered. If no dispute letter is received within this period, the charge is deemed to be accepted, and liable for payment in full.

On receipt of such a dispute letter, the Head teacher will investigate the situation and provide a prompt response, including supporting information as appropriate. The first minimum payment will still be expected as per the original schedule whilst the investigation is being carried out.

In the eventuality that the charge is confirmed to be incorrect, a revised charge will be issued.

## - Forced closure of the St Anne’s Out of School Club

In some extreme circumstances, St Anne’s Out of School Club may be forced to close unexpectedly at short notice.

* If St Anne’s Out of School Club is closed due to closure of St Anne’s School, no charge will be made.
* If St Anne’s Out of School Club closes early for any reason, the appropriate charges will be made, at the discretion of the Head teacher. In the event that you are unable to collect the child (children) or if we are unable to reach you to notify you of the closure, then full charges will be made. Please ensure that the contact details the school has for you are up-to-date. We do not want to be in a situation where we cannot contact you.

## - Payment difficulties

If you experience problems in meeting the payments, you must contact the Schools Business and Finance Manager who will liaise with the Head Teacher, to avoid your child’s place being withdrawn. You will be required to send a letter outlining the problems. The matter will be dealt with confidentially.

Any such decisions regarding difficulties with payments, will be made on a case-by-case basis and you should not have any expectations in terms of the response you might receive. We may also, with your consent, be able to seek professional and/or financial support to help you.

# Childcare support

## - Childcare Vouchers

If your employer offers a childcare voucher scheme and you joined this scheme before 4th October 2018 you may be able to use these towards payment for your booking. These schemes are exempt from tax and National Insurance. For more information and advice, or log on to: <https://www.gov.uk/help-with-childcare-costs/childcare-vouchers>

We accept most childcare vouchers. Please see School Business and Finance Manager for details.

## - Childcare universal credits

You may be entitled to help with childcare costs to find out if you qualify please see the link below for more information.

<https://www.gov.uk/help-with-childcare-costs/universal-credit>