

The Nest

AFTER SCHOOL
Care Club

Information for Parents and Carers

Welcome!

At South Camberley, we understand how important reliable, safe, and enjoyable childcare is for our families. Our **After-School Care Club "The Nest"** is a warm, welcoming space where children can relax, enjoy activities, eat snacks, and have fun - all under the care of our trained, friendly staff.

We aim to provide the same high standards of safety and care you'd expect during the school day.

This leaflet explains everything you need to know about bookings, fees, daily routines, and more.

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Important Information

Booking & Attendance

- **Book in advance:** We ask that bookings are made ahead of time for the same days each week (for example: every Monday and Wednesday). Your child will come on these same days every week. You cannot change the days each week. This helps us plan and make sure we have enough staff.
- **No one-off sessions or last-minute bookings:** This means you cannot book just one day or call on the same day and ask for your child to join. We need to know in advance which children are coming, so we can make sure we have enough adults to look after everyone safely. All bookings must be regular and planned (for example: every Tuesday and Thursday).
- Your **booking will automatically continue each half term.** This means that once you have booked regular days (for example: every Monday and Wednesday), your child will keep those same days every week, for the whole half term.
- **Want to stop?** Please tell us in writing. You must give us at least half a term's notice
- **If your circumstances changed, and you want your child to join the club in the middle of a half term?** If your plans have changed and your child now needs to attend the After-School Care Club, please email us. We will check if there is a space available. If there is, we will confirm the booking with you. Your child must then come on the same days every week until the end of the half term. **We cannot offer short-term or one-time bookings.**

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Club Days & Times

- After-School Care Club runs during term time, **Tuesday to Thursday**, from **3:15pm to 5:45pm**.
- The club does not operate on the last day of term if the school closes early (12:45pm or 1:00pm).

Fees & Payment

- The fee is **£14 per session**, which includes **snacks**.
- **Payments need to be made in advance** through your child's SCOPAY account. Our Finance Officer will send you an invoice during the last week of each half term. The invoice will include instructions on how and when to pay. Please make sure your payment is received before the next half term starts. If payment is not received on time, your child will not be able to attend the club.
- **Can't Attend?** If your child cannot come on a booked day, you still need to pay for that session. This includes days when your child is sick, going to an event, or attending another club run by teachers at the same time. This is because we keep the space for your child and still provide the staff for that day.
- **No refunds are given for missed sessions.**
- Sometimes unexpected things happen, and you may need childcare at short notice. These are called **Emergency sessions**. We may be able to offer a place if we have enough staff and space, but it is not always possible. **Emergency session costs £25 and it should be paid at the time of the request.**
- Fees are reviewed regularly by the school governors; any changes will be communicated with a half term's notice.
- Bookings and fees roll over automatically to the next half term unless cancelled with proper notice.

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Payment Details

- Payment is required in advance; the school reserves the right to cancel bookings where payment is overdue.
- We do accept payments for After-School Care Club through the **Tax-Free Childcare scheme**. Please contact our Finance Officer for further details: financeofficer@southcamberley.surrey.sch.uk.

Drop-off & Collection

- Children go to the After-School Care Club room at 3:20 pm with an adult from their class. If your child is at **James Road**, we use a **safe walking bus** to take them to the club. If your child is at **FHD**, they will travel to the Juniors site in our **school minibus** with a staff member.
- If your child goes to a school-run club first, the club leader will take them to After-School Care Club when it finishes. ⚠️ **This is only for children who go to the Juniors site.** Children at other sites cannot use this option.
- If your child will not attend on a booked day, please inform the After School Care Club team by 14:00 via email: asc@southcamberley.surrey.sch.uk
- Unexplained absences trigger a search and safeguarding protocol to ensure your child's safety.
- If someone other than a parent will collect your child, please email After School Care Club team in advance to let them know on: asc@southcamberley.surrey.sch.uk

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Late Collection

- Please call the School Office if you expect to be late.
- Late fees of £5 per 10 minutes after 5:45pm will be added to your SCOPAY account and must be paid within 7 days.
- Please be on time to collect your child. If you are late many times, we may ask you to find different childcare for your child.

Behaviour & Conduct

- We follow the South Camberley School Behaviour Policy to maintain a safe, happy environment.
- Children not adhering to the policy may face temporary or permanent exclusion from the service.
- **Aggressive or threatening behaviour from parents or carers** will not be tolerated and may result in termination of childcare arrangements.

Data & Complaints

- The service complies with GDPR and the school's Data Protection Policy.
- Complaints are handled according to the South Camberley Complaints Policy, available on the school website.

Need Help or Have a Question?

✉ Contact: financeofficer@southcamberley.surrey.sch.uk

☎ Call the School Office

Let us know if you need help understanding this leaflet - we are happy to explain it in person.