



Southfields Primary School



Explorers Before and After School Club

Terms and Conditions / Parent Information Handbook 2025-26 Updated 1.1.26

About the Club

Southfields Explorers Club was established in 2015. The Club is based within Southfields Primary School, Stanground, Peterborough, PE2 8PU, Telephone 01733 562873 or during Explorers open hours only on our direct line 01733 562873 extension 216. The Club is overseen by the Head Teacher and Governing Body of Southfields Primary School. Explorers Club is registered and governed by Ofsted and adheres to the national standards set out for school providers. Our Ofsted registration number is 110691 (registered 01/09/2015). The full Ofsted report is available at <http://www.southfieldsprimary.co.uk>.

The Club aims to provide a wonderful experience in 'out of school provision' for the children of Southfields Primary School, affordable care for parents (please note the term 'parent' has been used in this document to refer to all persons such as carers or guardians or others with parental responsibilities). Explorers Club does not offer sibling discounts but aims to keep prices reasonable.

Southfields Primary School aims to ensure that staff are qualified, trained and hold disclosure certificates.

Explorers Club Operational Procedure and opening hours

Explorers Club aims to provide a happy, home from home, safe, secure and stimulating child centred environment. We offer a varied and rotated programme of games, constructions and crafts. We offer a variety of well-planned and organised adult-led activities as well as free choice activities, enabling children to learn and develop. We have a range of games and toys that meet varying needs and we give children daily opportunities to read, draw, make and play. We encourage our members to eat and play together in a calm, friendly and relaxed environment.

At Breakfast and After School Club we offer activities on rotation including:

- ✿ Creative activities: includes independent and adult lead arts, crafts and drawing. Weekly art and craft themes may be based around books, animals, events and awareness days or linked into school topics.
- ✿ Construction play: includes various building materials such as Lego, Octoplay, K-NEX and Magnetix.
- ✿ Quiet activities: includes homework tasks set by the school, reading, writing, watching TV or a film.
- ✿ Role Play: includes play shops, dressing up, play food, train tracks and cars.
- ✿ Traditional games: includes Jigsaws, Board and Floor Games.
- ✿ At After School Club all children are encouraged to participate in physical outdoor activities (includes bowling, dancing, rounder's, cricket and team games) unless weather or health and safety issues prevent this (when we use our separate sports hall).

Our current usual* opening times are:

AM / Morning / Breakfast Club - Monday to Friday 7.45 to 8.40am

Our Breakfast Club opens at 7.45am until school starts. Breakfast is served until 8.10am. When it is time to go to school Reception, Year 1, 2, 3 and 4 children are escorted to their classrooms. Year 5 and 6 children are trusted to make their own way to class from the Club (using an inside route).

PM / Afternoon / After School Club - Monday to Thursday 3.15 to 6pm, Fridays 3.15 to 5.15pm ONLY.

We offer two After School Club collection times – collect before 5.15pm (children should be collected and have left the school site by 5.15pm) Monday to Friday or collect before 6.00pm (children should be collected and have left the school site by 6.00pm) Monday to Thursday ONLY. At the end of the school day Reception, Year 1 and 2 children are collected from their classrooms. Year 3, 4, 5 and 6 children are trusted to make their own way from their class to the Club (using an inside route).

*Please note: there may be times (in the event of unexpected staff absence, for example) when the Club needs to open later or close early. Parents will be informed of any changes to opening times as soon as possible. Please note that early closure applies at the end of the Winter (December) and Summer (July) terms (last day of term) and on any planned or unplanned days when Southfields School needs to open later or to close early (snow days, for example).

Policies

Please note that Southfields Explorers Club has many policies and procedures in place and working within the Club available to parents on our website or on request. We are committed to regularly reviewing our policies and procedures. Children attending Explorers Club are required to adhere to all Southfield School rules, including any immediate changes to school procedures and policies.

Behaviour Management Policy – please also see our full Behaviour and Discipline Policy

Explorers Club will manage behaviour through learning and enjoyment. Staff and children will work together to maintain clear ground rules for all behaviour within the Club. Praise and encouragement will be given to all children; negative behaviour will be challenged in a calm and assertive manner, promoting an atmosphere where children can respect and value everyone. All incidents will be recorded. Staff will work together and with children, without shouting, but through discussions to resolve negative behaviour and settle conflict. Staff will not promote corporal punishment to a child; staff will not use or threaten any forms of punishment which could impact a child's wellbeing. Staff will discuss all concerns with parents to help identify the cause of poor behaviour and deal with incidents appropriately. At all times children and parents will be told about the consequences of their child's actions. In the event of physical interventions, staff will use the minimum force necessary to prevent injury.

If unacceptable behaviour (for example a child displaying unacceptable behaviour and who may pose a risk to their own/other's safety) occurs, more action may be required which could lead to exclusion from the Club.

Bullying Policy / Procedure - please also see our Dealing with Bullying Policy

The Club will not tolerate or excuse any form of harassment (emotional, physical or verbal) or bullying from anyone; this includes children, parents, staff or colleagues. We ask the children to keep their "hands off" (not to put their hands onto) other people. Staff will make every effort to create a tolerant and caring environment. Bullying behaviour is likely to occur on occasion and the Club recognises this fact. In the event of such incidents the management and staff will address these issues thoroughly and sensitively, children will be encouraged to report all incidents of bullying to staff and staff must report all incidents to the management team. Victims of bullying will be helped and supported and kept under close supervision. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions.

Persistent bullying may require more serious action which may lead to exclusion from the Club.

Child Health (Illness and Administering Medication) Policy

If your child is unwell, it will be necessary for you to arrange alternative care for your child until your child is well. We cannot accept children in the Club who are unwell, in line with school practices, as infections may affect both children and staff in the setting. It is the duty of the parent to inform the Club of any illness or infection at the earliest opportunity. Please provide details of any urgently necessary first aid or emergency medical treatment that may not be given to the named child on the Registration Form.

To safeguard the health of all staff and children in our care, the manager and nominated first aider will deal with illnesses efficiently and safely. Parents will be notified if there has been a suspected risk of cross infection and a list of infectious, notifiable and communicable diseases will be provided.

If your child becomes unwell whilst in our care, the manager will contact parents to inform them of the situation and to arrange immediate collection of your child.

Where medication needs to be administered, medication will never be given without a Medical Consent form (available on the school website) being completed by a parent. Explorer's staff can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist, non-prescription medicines will not be administered by staff under any circumstance. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, date, type of medication and dosage.

Parents are responsible for asking for the medicine end of each session in order that it may be taken home.

Parents must complete a new Medical Consent form if there are changes to a child's medication (including change of dosage or frequency) and each time a medication is prescribed. Please see our Administering Medication Policy for full details. Please note that in line with Southfields Primary School policy we will only administer prescription medicine that needs to be taken more than four times per day and we cannot refrigerate medicines.

Complaints Policy and Procedure - please also see our full Complaints Procedure Policy

Explorers Club hopes that you will be pleased with the provision that your child receives. If at any time you have any concerns or are unhappy with any aspect of the care provided or have any concerns, please do not hesitate to see the manager. If formal discussions of a problem have not produced satisfactory resolution parents should put their complaints to the school in writing. If you feel your concerns cannot be discussed in Club, please do not hesitate to contact the headteacher. The school will respond to any written concerns or complaints following guidance in the school's policy and try to make a resolution to the matter as soon as possible. During the process parents will be updated with information following guidance and appropriate information sharing. If a complaint carries a child protection concern the manager will inform the Designated Safeguarding Lead (DSL) / Child Protection Officer and follow procedures as necessary. Parents can make a complaint to Ofsted if they are still not satisfied after following the school complaints policy.

Exclusion Policy – please also see our full Behaviour and Discipline Policy

Explorers Club is committed to dealing with negative behaviour wherever possible. Disruptive, challenging or unacceptable behaviour will be dealt with promptly. If further action is necessary, including reviewing a child's place at the Club, staff will firstly explain to the child involved why their behaviour is unacceptable and the consequences of further incidents. Children will be encouraged to discuss their actions. A repeated warning will be discussed with parents and staff. If all actions taken fail, the child may be temporarily suspended. After a suspension has taken place, the manager will arrange a meeting with the Club and parents to discuss the incident and agree an action plan, a possible return to the Club or an exclusion.

In the event of a serious incident, it may be necessary to remove a child from the setting. Parents will be contacted to collect their child immediately. In all cases management and staff shall record all incidents and will discuss any actions with parents punctually. If unacceptable behaviour (for example a child displaying unacceptable behaviour and who may pose a risk to their own/other's safety) continues, more serious action may be required which could lead to immediate exclusion from the Club. We reserve the right to give one month's notice to terminate membership if negative behaviour continues.

Inclusion Policy – please also see our full Behaviour and Discipline Policy

The Explorers Club aims to provide care with the inclusion of all children. The Club aims to train all staff to ensure quality care is provided to meet the needs of all children, identifying their needs, working with parents and other agencies enabling children to play, be active and have an equal part in the Club activities.

The Club hopes to provide a service that is equal to all children opening opportunities through careful planning and preparation.

Personal Belongings Policy

Parents are asked to encourage their child to take responsibility for their belongings. Please do not allow your child to bring personal items into the Club as we cannot be held responsible for any lost items. Once at the Club children are not permitted to enter or re-enter the school even with their parents or a member of staff - any forgotten items should be collected when school re-opens the following day (after Breakfast School Club).

Photography Policy

To ensure we meet the General Data Protection Regulation (GDPR) requirements we need your consent to take and use photographs of your child. We really value using photographs of pupils to be able to show to others what children do in school and at our Club. We would like your consent to take photographs (please see the Registration form to select your permissions) to use on the school website, on DOJO, on internal displays and in evidence portfolios; however if you do not wish us to use images of your child, we will accommodate your preference. If you change your mind at any time about these permissions, please contact the manager. Parents and visitors are not allowed to take photographs or videos at the Club.

Play Policy

Explorers Club aims to provide a wide, varied range of activities to meet the needs of all children to develop their emotional, social and physical skills. Activities will be carefully planned allowing children to create and explore, whilst learning and achieving. Children will be consulted and encouraged to take part in the preparation and planning of activities; staff will be encouraged to support and involve children and recognise a child's achievement. Explorers Club provides children with a wide range of structured play opportunities, activities, games, indoor and outdoor play equipment and resources to meet the needs and interests of all children. Staff are happy to discuss any play or activity ideas that parents suggest.

Racial / Anti-Discrimination Policy

The Club will ensure that all persons are valued. Individuals will be encouraged to treat others with respect regardless of race, colour, sex, nationality or ethnicity.

The Club will ensure that cultural and religious needs are always considered. If a member of staff or a child is aware of an incident of racial harassment or discrimination, they will be encouraged to report the incident to management. Any allegations will be investigated thoroughly. All incidents will be recorded and reported to parents/ carers. In all cases, racial harassment or discrimination will not be tolerated and may result in exclusion from the Club.

Safeguarding Policy - please also see our Safeguarding and Child Protection Policy

Explorers Club believes that children have the right to be completely secure from both the fear and reality of abuse.

We are committed to safeguarding all the children in our care from harm. Every member of Southfields School or Explorers Club staff who has a concern relating to safety, welfare and protection of children within their care, has a duty to report this in accordance with the school's child protection policy, without obligation to inform parents that a report has been made. Our appointed Child Protection Officers have undertaken appropriate training and have relevant experience and expertise. The Designated Child Protection Officers will be responsible for liaising with social care, the local children's safeguarding board and Ofsted regarding any child protection matter.

Settling In Policy

Once Explorers Club has confirmed (via email) a place is available for a child, parents are welcome to visit the Club.

New children will be introduced to the Club staff, informed about the setting routines, rules and any relevant policies and procedures will be explained. Children will be shown the Club and facilities often by another Club member. Staff always supervise the children, working closely with new children. If a child is having any problems or are unhappy, we will discuss this with the you. Parents are encouraged to speak to staff if they have any queries or concerns.

All children new to or re-registering with the Club will be offered an induction / trial period place of one month (approximately 30 sessions). The Club is designed to support children's spiritual, moral, cultural and social needs however if the induction period has not been successful we may re-evaluate the membership, for example we may need to consider the staff to child ratios for the safety of all. Throughout the trial period parents will be kept informed of any concerns. For more information please see our Behaviour, Equal Opportunities and Bullying Policies.

Special and Additional Needs Policy / Procedure - please also see our full Special and Additional Needs Policy and Procedure

Explorers Club is fully aware that some children have special educational needs and disabilities that may require individual support or assistance. We recognise a wide range of needs, learning difficulties, emotional, social behaviour and physical difficulties.

Explorers Club is committed to the inclusion of children with special educational needs and disabilities; giving everyone the right to play, learn and develop to their full potential. Whenever possible children with special needs or disabilities will have access to the same facilities, activities and opportunities as others. The Club may seek the advice from our in-house SEN / Welfare Teams, Peterborough SEN/ disability development support officer when needed.

Please complete our Annual Registration form providing as much information as possible about your child. If a child has an Education, Health and Care (EHC) plan we ask that parents please share this with the Club, in order that we can understand and meet the child's needs. If your child requires one-to-one or more support, please contact the manager before booking to ensure we have adequate staff to child ratios and support in place for your required session (we reserve the right to cancel your booking if we are unable to staff your session).

Please note we are unable to offer children personal care including washing, changing or toileting without prior arrangements.

Membership (Annual Registration)

Registering and Reregistering your child

Annual Registration Forms are completed online (please see our website for further details). Please ask the manager if you would like help in completing the form. Registration of pupils is essential before children can join the Explorers Club or parents can pay for and book sessions online via ParentPay. Children may join our Club at any time during the school year but if a place is not available, we can add your child's details to our waiting list.

Annual membership runs from September to July. All members are required to complete an online membership form (available in the summer term each year). Renewal of your place is not automatic and cannot be guaranteed. It is the responsibility of the parent (not the Club) to ensure that membership is renewed and that renewal forms are fully completed and returned to the Club on time. Members that do not renew by the mandatory date will be automatically removed from our register at the end of the summer term; however, we can add you to our waiting list at your request. Bookings cannot be made unless the Club is in receipt of and has processed your child's completed Annual Registration Form. The information will be stored securely in accordance with GDPR (May 2018), for the duration of time your child is enrolled in our Club (one school year) at which point it will be destroyed securely. It is the responsibility of parents to ensure that this information is kept up to date - please inform the Club manager of any changes to the information you have provided.

Parents are required to complete an online registration form which contains personal data and information that we are legally obliged to retain until the end of July. As per the Data Protection Act 1998, all personal data shall only be used for the purposes of this agreement at Southfields Primary School and Explorers Club.

Please tick the online signature box on the Registration Form to agree to Southfields Explorers Club using your provided personal data in relation to administration of the Before School Club and After School Club provision and in case of an emergency. Please note that Explorers Club does not have access to your child's school records - we rely solely on the information you provide on your registration form.

Your online "signature" confirms you have read, understood and accept the Explorers Club Terms and Conditions from the Parent Information Handbook (this document).

Please let the Club know of any changes to your telephone numbers, address or to add or remove persons with permission to collect and we will update your Registration Form.

After completing your Registration Form, please ensure you click on the 'submit' button. If you do not receive an automated email confirming your application and a copy of your responses your application has not been successfully submitted to the Club and unfortunately you will need to complete a new Registration Form. If you have not had a response from the Club within ten working (school) days, please contact the school or the Club after checking your Spam / Trash folder.

Once Explorers Club is in receipt of, has accepted and has processed your child's fully completed annual registration form we will email you inform you of your place and issue your password. Your password is essential for Safeguarding, please share the password with all contacts named on the registration form. The named child should not know the password.

Please note that after any period of six weeks of not using the Club we reserve the right to withdraw membership; members will be taken off the register and access will be removed from ParentPay to allow other parents (from our waiting list) who need admission to access the Club.

New Reception / EYFS children can attend Explorers Club's as soon as they are at school full time / their first full week at school – the exact date will be confirmed in early September.

Please:

- ✿ complete one Annual Registration Form per child,
- ✿ use the spaces provided to provide details of any medical or dietary needs, allergies or any individual needs the named child may have e.g. SEND, Religious or Behavioural Needs,
- ✿ indicate if you would like Before School, After School or both Clubs,
- ✿ allow ten working (school) days for the form to be processed and note that bookings cannot be made unless Explorers has processed your child's completed registration form.
- ✿ be aware that the Club does not have access to your child's school records and we rely on the information you provide on your Registration Form.

Charging, Admissions and Fees (Payment and Booking) Policy – January 2026 (per child / per session):

Breakfast Club	(opens at 7.45am / breakfast is served until 8.10am)	£4.75 daily per child (includes light breakfast)
After School Club 5.15pm	(children should be collected and have left the school site by 5.15pm)	£9.50 daily per child (includes snack)
After School Club 6.00pm	(children should be collected and have left the school site by 6.00pm)	£11.50 daily per child (includes snack)

Once your Registration Form has been processed you will receive an email confirming your place and you will be able to book places online through ParentPay. **Please note: invoices are not raised – payment is required at time of**

booking. Any sessions booked without prior payment will be automatically cancelled by ParentPay if sufficient funds are not available, regardless of payment method. Please note: parents make their own bookings: we (Club or school staff including the school office) are unable to make bookings for you.

If you book any sessions without prior payment, please be aware that although you may receive a booking confirmation from ParentPay your place is only temporarily reserved, not booked, until payment is made. ParentPay's system will automatically cancel the booking if you do not have sufficient funds in your account. Please note this applies to all payment methods (including: childcare voucher schemes, Childcare Grants, Parents' Learning Allowance and any other finance or benefit packages). The Club is not made aware if a booking has been reversed so unfortunately if this happens your child will not have a place for that session and you will need to make alternative arrangements for your child. Please always review your reservations and payments – we advise that you take screenshots of your reservations and payments.

To comply with Health and Safety Legislation, Fire Safety rules and for safe staff to children ratios the Club has space for an agreed number of children for each session and therefore cannot guarantee to take pupils not booked into the sessions or on the daily register.

We must stress that, to meet legal staffing ratios, it is essential that you book and pay for sessions in advance. If your child's name is not on the register the Club cannot guarantee a place and you will need to arrange immediate collection (a holding fee of £4.75 per each 5 minutes may apply). However, we might be able to offer you a place if one becomes available and safe staffing ratios allow this, providing there are available funds in the appropriate account to pay for the session; please note we cannot guarantee a place will be available without prior booking. We reserve the right to give one month's notice to terminate membership if any fees are outstanding.

Therefore, we strongly advise that you are always:

- ✿ **book and pay promptly in advance (SEE Booking deadlines) to secure a place.**
- ✿ **ensure that you have sufficient funds in the account to cover the cost of the booking, regardless of payment method (as ParentPay automatically cancels unpaid bookings).**
- ✿ **check your booking to ensure it is confirmed and paid for.**
- ✿ **screen shot (take a picture of) your bookings and payments in case of any queries.**
- ✿ **make your child's class teacher aware of your bookings to ensure the smooth transition for your child.**

The Club is booked on a first come, first served basis. Once all available places are fully booked and paid for or at a maximum staff to children ratio legally the Club cannot offer any additional spaces and we cannot guarantee places for any more children even if ParentPay has accepted the booking. We will alert parents to full sessions via DOJO.

Please note we are unable to accept children into our Clubs (you will be telephoned to collect your child) that are:











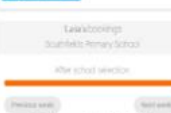



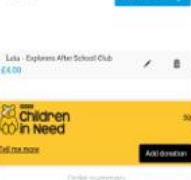
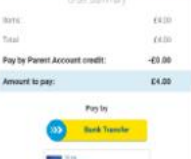

- ✿ unwell,
- ✿ have exhibited poor behaviour in school on the day of the booking,
- ✿ have been withdrawn from class or school,
- ✿ have not attended school on the day of the booking.

Booking, Payments and Late Collections – please be aware (continues on next page):

- ✿ payment must be made in full at point of booking and if sessions are booked without prior payment or without adequate funds in your ParentPay account ParentPay will automatically cancel your booking. Explorer's Club is not notified by ParentPay that a booking has been reversed or cancelled.
- ✿ bookings are on a first come, first served basis and that when a session is full or at a maximum staff to children ratio, the Club cannot guarantee a place for your child.
- ✿ if a session has not been prepaid or if your child's name is not on the register the Club cannot guarantee a place for your child. If this occurs parents will need to arrange alternative provision or immediate collection (a holding fee of £4.75 per 5 minutes may apply).
- ✿ Explorers Club closes at 5.15pm on Fridays, however ParentPay will accept bookings for the collect before 6pm session on a Friday (as we are unable to remove this booking option from ParentPay). Please note that if you book the collect before 6pm session on a Friday your booking will be cancelled. The Club is not made aware if a booking has been cancelled - unfortunately if this happens your child will not have a place for that session and you will need to make alternative arrangements for your child.
- ✿ Sometimes ParentPay closes for essential maintenance. It is your responsibility (not the Club's) to ensure your bookings are made.

Booking - How to book on ParentPay

The process below was performed on a mobile device but is almost identical (screenshots may vary slightly) on other devices. Please note that booking our Clubs follows the same procedure as booking a school dinner. Please open your web browser (Chrome, Safari, Firefox etc.) and follow the instructions:

Type in the navigation bar www.parentpay.com		The day will then be highlighted in green as shown and a confirmation of number of bookings and cost is now listed below.	
You will be directed to the screen on right			
Click the top right yellow button "Login"			
This will take you to the screen where you will need to input your email address and password.			
Fill in your details			
Then click the yellow "Login" button.		Once you are happy click the blue "Confirm bookings" button.	
This takes you to the screen main screen to view bookings or pay for trips etc.		This will load the payment page where you can choose your payment method or if you have any account credit this can be used instead.	
You will need to click on "Make bookings"			
You will then need to click on the drop down box "Make booking for" and select After School			
Do the same with the box below change this to the week you would like to book. Then click "Make or view bookings"			
You can then select the days you wish to book by clicking on the grey "book a session"		If you have already stored your card details you can simply click on the card and it will take the payment.	
		Once this is complete you will receive an email confirmation of your booking.	   

Cancellations (or request to substitute or swap booked sessions – known as a Cancellation) and Reimbursements (made to the child's ParentPay account)

You can cancel (substitute or swap) bookings in advance of the session booking deadline yourself using ParentPay. We will cancel all reasonable requests (for your child to attend medical appointments for example) for you (up to three cancellations per school year) and reimburse the charge to your ParentPay account providing you have given us at least 72 hours' notice before the start time of the booking - please contact the manager to request a cancellation. The manager will keep a record of all cancellation requests. A cancellation made with less than 72 hours' notice or that exceeds three request per year will not be eligible for reimbursement. Cancellation requests due to booking error or if the session is no longer required will not be eligible for reimbursement and will require full payment to the Club, unless exceptional circumstances apply and at the manager's discretion. Requests to change (to cancel or to substitute or to swap booked sessions) from one collection time to another will not be eligible for reimbursement and will require full payment to the Club, unless exceptional circumstances apply and at the manager's discretion. The cancellation policy cannot be used to manage your bookings.

If your child is booked into the Club but no longer needs to attend, please Dojo the child's class teacher and the Club to let us know that your child will be collected from their classroom.

Childcare Vouchers and Finance Letters / proof of usage

Vouchers can be used as payment; the school will credit your ParentPay account when payment has reached the school's bank account. Please allow at least ten working (school) days for electronic fund / voucher transactions to process before making any bookings. **Please do not make your bookings unless your account has enough funds to cover the cost of your bookings.** Information regarding voucher schemes is available from the Finance Secretary.

If you book any sessions without prior payment, please be aware that although you may receive a booking confirmation from ParentPay your place is only temporarily reserved, not booked, until payment is made. ParentPay will automatically cancel the booking if you do not have sufficient funds in your account. Please note this applies to all payment methods including all childcare voucher schemes, Childcare Grants, Parents' Learning Allowance and any other finance or benefit packages such as Child Tax Credits, Universal Credit or Tax-Free Childcare, for example.

Please always review your bookings. The Club is not made aware if a booking has been cancelled - unfortunately if this happens your child will not have a place for that session and you will need to make alternative arrangements for your child. **Please always take a screenshot of your reservations and payments.**

If you require a Finance Letter as evidence to show that your child has attended Explorers Club and the sessions (dates) that have used please contact the manager; we can only provide details of past, paid for attended bookings; not future or unpaid bookings or sessions that were not attended or sessions charged as late collection fees. Please allow at least ten working (school) days for your PDF letter to be emailed to you.

Deadlines (Booking deadlines)

Please book and pay for Explorers Club in advance by Wednesday (before midnight) of the week prior to the date of the required session/s, for example:

Monday	Tuesday	Wednesday	Thursday	Friday	
1st	2 nd	3 rd	4th	5 th	book and pay before Wednesday 3rd
8th	9 th	10 th	11th	12 th	for the week beginning Monday 8th

Please note that Explorers or School staff (including the school office) cannot make bookings or cancellations for you.

Dropping Off and Collecting Your Child / Arrivals and Departures / Parking / Visitors

Children are dropped off and collected through the white framed door at the front of the building, just past the main school office entrance. We will advise you of any room changes as soon as possible. Children arriving at or departing from the Club must be supervised by someone named on the Registration Form aged over 16. No child will be allowed to arrive at or leave the Club unaccompanied. Please press the doorbell and a member of Explorers staff will answer the door as soon as possible. Please be aware that when staff are busy with the children (administering First Aid for example) or if we are playing outside you may have a short wait before staff can answer the door.

You must inform the Club if someone else (other than the contacts named on your registration form) is collecting your child as unknown persons will not be able to collect your child without prior notice. Please ensure that all persons authorised to collect your child know the password and bring identification with them. It is your responsibility to ensure all persons with permission to collect are known to your child, are aged over 16, can care for your child and that they have current insurance, a valid MOT and comply with car seat laws when collecting your child in a vehicle. Parents cannot be prevented from collecting their children unless relevant documents are produced i.e. court orders, or there is police or social services involvement – please advise us if this applies to your child.

Please leave the Club promptly as this helps us to monitor who is site, not only for your safety and the safety of the children attending the Club but also to comply with Health and Safety legislation and Fire Safety rules. Unfortunately for Health and Safety, Safeguarding and procedural reasons children are not permitted to enter or re-enter the school buildings (even if they are with their parents or a member of staff). Once signed out we cannot provide children with access to toilet facilities and we do not have public toilets in school for parents or siblings.

Please THINK before you PARK! The safety and welfare of all our children is paramount. When dropping off or collecting your child please use the Park and Stride car parks located at Glatton Drive or Stanground Community Centre, both a short walk away. In line with the Highway Code please do not park on double yellow lines, on white zig zags / diagonal stripes or in front of resident's driveways. This helps to keep the entrance to school car park free from congestion and ensures local people are not inconvenienced by school traffic. Please dismount from cycles, scooters etc. at the school gates and walk along the paths provided to enter and exit the school site. Never walk or ride across the car park or along the road or driveway.

Southfields School car park is not a public car park; however the school can *sometimes* offer our members **3 minutes** of visitor parking in the school car park whenever possible (only if the barrier is open) to drop off at or collect your child from the Club. Please leave the car park promptly. On arrival at the school car park if the barrier is down please park your car safely nearby in line with the Highway Code and walk along the paths provided to enter and exit the school site. Please bring your child to our door when you drop your child off; children must not be unattended in the car park. Please be aware that there will be times when the car park is closed. The car park barrier automatically closes at 6pm (5.15pm on Fridays). Please note: Explorer's staff do not have access to the car park intercom buzzer and cannot raise the barrier; as such we are unable to assist persons using the school car park.

Please note that 'Walk To School' or 'Walk Home From School' passes are not valid at Explorers Clubs.

The **car park speed limit is 5 miles per hour AT ALL TIMES** and users of the school car park do so at their own risk.

Emergency Bookings

We will, whenever possible, make an emergency one-off booking (one per term) for you if you need a session at short notice or due to an unforeseen event; the manager will keep a record of all emergency booking requests. Whenever possible a snack will be provided for a late booking, however the emergency booking snack offered will probably be different to our daily menu. To make an emergency booking please telephone the school office on 01733 562873. Please ensure that there are sufficient funds to cover the session cost in your ParentPay account.

The Emergency booking policy cannot be used to manage your bookings (forgotten bookings) or due to booking error. Explorers or School staff (including office staff) cannot make any non-emergency bookings for you. If your child is not booked into the Club and is not collected from school a holding fee of £4.75 per 5 minutes will apply.

Late Collections

Parents are asked to contact the school (on 562873) or Explorers Club (during Club opening hours on 562873 extension 216) and make alternative arrangements for the collection of your child if you are unable to collect or are unavoidably late. Children that are collected late from After School Club (later than the Club closing time) will generate an additional fee. Please note late collection charges will apply even if children are not collected due to parent / teacher conversations including parent's evenings, or due to any meetings, activities and events that have unexpectedly overrun including those held at Southfields Primary School. Explorers staff finish work at 6.00pm Monday to Thursday and 5.15pm on Fridays.

The late pick-up charge is £4.75 for each 5 minutes of lateness entered *per child*. That is, £4.75 after your After School Club booking collect before time (either 5.15pm or 6.00pm depending on which session you have booked) has passed and a subsequent £4.75 for each five minutes *per child* until the child/children is/are collected. Unfortunately we are unable to change (to cancel or to substitute or to swap booked sessions from one time to another) your collect before time. Late fees will be added to your child's ParentPay account. Please ensure you have enough funds in your account to promptly pay for this charge (within one week of late collection date) and all future bookings, as ParentPay prioritises settling late fees and may automatically cancel bookings if funds are not available. All late collections are recorded and late pick up fees must be paid within one week of late collection date.

Managing Persistent Lateness

The manager will record incidents of late collection and will discuss them with the child's parent.

Parents will be reminded that if they persistently collect their child late, they may lose their place at the Club. The manager will provide information detailing why the child's place is at risk and if late collections persist, the manager will contact parents to inform them of the cancellation of membership. We reserve the right to give one month's notice to terminate membership if fees (such as Late Collection Charges) are outstanding or if there are more than three incidences of late collection recorded.

Please note that to maintain fairness we open, close and monitor lateness by the time shown on our clock.

Menu - Explorers Club Menu and Special Dietary Needs

Whilst in our care children will be provided with a *light breakfast* in the morning and *small snack* after school, all freshly prepared by our school catering team or ourselves. We provide options which rotate as part of the After School Snack Menu and sometimes a pudding may be offered - please note that we do not offer a dessert or 'afters' to a child that has not eaten the savoury snack option first.

Sample Breakfast Menu ~ Toast / Cereal

Sample After School Snack Menu ~ Beans on Toast / Pasta / Sandwiches

Please note we are unable to accommodate personal food choices or preferences (likes and dislikes).

Special Dietary Needs – e.g. Lactose or Gluten Intolerance

Explorers Club is happy to work with parents regarding any special dietary needs. Please complete the dietary needs section of the registration form with as much detail as possible to inform us of your child's requirements. If your child has a dietary need, please support us by booking at least two weeks in advance of the required session - this gives the catering team time to order in or source ingredients or foodstuffs to meet your child's specific dietary needs. Please inform the school office, Mrs Absence or the Club of any session cancellations to help to avoid unnecessary food waste.

'Signing' Your Child In and Out Of the Club

Explorers Club staff use an electronic register to record arrival and departure times in lieu of signing a shared paper register (as formerly used). Please bring your child to our door when you drop your child off; children must not be unattended in the car park. We reserve the right to reintroduce a paper register in the future and if reinstated we will ask parents to enter the arrival or departure time that applies and a signature to the paper register.

Southfields Primary School Explorers Club -‘Exploring New Horizons’

Our Club Mission Statement and Aims:

This statement outlines the service that children and parent can expect from our setting. Our Club aims to:

- ✿ Provide high quality care for children in a happy, safe and stimulating environment where all children can play, learn and develop.
- ✿ Deliver a programme of varied, fun, educational and interesting activities that promote each child’s social, physical, moral and intellectual development.
- ✿ Access to a variety of facilities and equipment under safe and supervised conditions.
- ✿ An environment where no child is bullied or suffers discrimination in any form.
- ✿ Meet the needs of parents and keep them informed of any changes to this document and our policies and procedures, including opening times or fees / charges.
- ✿ Sharing and discuss with parents their child’s achievements, experiences, progress and friendships, along with any difficulties that may arise.

Exploring	– Encourage pupils to <u>E</u> xplore the world
Excellence	– Aspire for <u>E</u> xcellence
Playing	– Understand the importance of <u>P</u> lay in learning
Learning	– Build good <u>L</u> earning behaviours for life
Outstanding	– Reaching <u>O</u> tstanding in all we do
Respect	– Showing <u>R</u> espect for those around us
Engaging	– Providing opportunities and a culture of <u>E</u> ngagement
Reach	– Aim high and <u>R</u> each for our dreams
Smile	– Be happy in what we do and <u>S</u> mile often



Contacting the Club

You can contact the Club during Explorers Club opening hours on 562873 extension 216, please note there will be times when we are busy with the children and unable to answer the telephone. Alternatively, you can leave a message with the school office or DOJO the school office or DOJO the manager. Please note that staff only work during Explorers opening hours and Mrs Johnson (Explorers Manager) only works at Breakfast Club on Friday’s. Any messages received after 5.30pm on Thursdays might not be read until the following term time Monday. As per Southfields School information please allow 48 hours (manager’s working hours) before following up messages.

Other useful information / telephone numbers:

Southfields Primary School	01733 562873	Email: office@southfields.peterborough.sch.uk
LADO (Local Authority Designated Officer)	01733 864038	
OFSTED (registered 01/09/2015 number: 110691)	0300 123 1231	
Peterborough Social Services	01733 747474	
Peterborough Safeguarding Children Board	01733 864170	