

# BREAKFAST AND AFTER SCHOOL CLUBS



## Frequently Asked Questions / Terms & Conditions:

### About Zest Childcare:

**Q:** Is there a separate provision for each school?

**A:** No, the provision is combined for all children of Chandag infant and Junior and Two Rivers Schools. Breakfast Club and After School Club will be located at the Junior School.

**Q:** When are you open?

**A:** Zest Childcare operates term time only at present. Breakfast club runs from 07.30am – 08.50am (07.30am - 9am for Two Rivers) with Afterschool club operating between 3:10pm – 6:00pm Monday – Friday.

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

**A:** 2021/22 prices are: Breakfast Club: £6.25 per session

After School Club: £12.50 per session

**Q:** My child is at Chandag Infants, or Two Rivers primary school, how will they get to the junior school for after school club?

**A:** Our childcare team will pick up children from the infants school and take them to the junior school. All children will be provided Hi-Visibility jackets when transitioning between sites and will be supervised at all times.

Junior children will be collected by a member of the team or with parent permission, can walk up to the club.

**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 8am and pick up before 6pm?

**A:** Yes, however the price for a session is fixed irrelevant of drop off / collection time.



Chandag  
Infant School



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Chandag  
Junior School



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**Q:** Will food be provided?

**A:** Yes, breakfast and an afternoon snack will be provided. Please see the 'core menu options' for further details. 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.

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

**A:** Children will be look after by a team of suitable qualified / experienced staff and a supervisor will be present for both morning and afternoon sessions. The team will be employed by Wellsway Multi Academy Trust.

**Q:** What are the term dates?

**A:** Please visit the following webpages for the most up to date terms dates:

Chandag Infant School - <https://www.chandaginfectschool.org.uk/term-dates>

Chandag Junior School - <https://www.chandagjuniorschool.org.uk/term-dates>

Two Rivers School – <https://www.tworiversschool.org.uk/term-dates>

**Q:** Can you give my child medicine?

**A:** We are able to administer prescribed medicine to children whilst they are at the sessions. Parents must fill out the appropriate form on arrival and notify a senior member of staff. It's important that any allergies or medicines are updated on a regular basis. Please inform our supervisors if changers occur.



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## **Booking and Payment:**

We use a system called Nursey in a Box to manage registration, bookings and payments. 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.

The system is really user friendly ☺ .

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

**A:** Bookings will be taken for a term at a time in advance – e.g- term 1 for term 2, term 3 for term 4 etc. Term one bookings can be requested at the end of each academic year (during term 6). 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@wellswaymat.com](mailto:zestchildcare@wellswaymat.com) 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 within 5 working day.

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

**A:** Yes it will be possible to use childcare vouchers including BANES 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:** 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@wellswaymat.com](mailto:zestchildcare@wellswaymat.com) or raise a ticket via the [ParentAdmin.com](https://parentadmin.com) application.



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**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. After the 14 day initial period any further cancellations will include the full booking term and outstanding invoices will need to be settled.

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

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

Kind Regards

The Zest Childcare Team.



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