



Dear Parent/Carer,

We are thrilled to announce that we are the new extra-curricular service provider for Colmers Farm Primary School. We provide excellent extracurricular services in many Primary Schools throughout the UK and have an enthusiastic team of staff that are trained on safeguarding and prevent duty and we will always have a paediatric first aider on site.

We are an Activity Provider as well as wraparound provider so we always provide a structured one hour adult-led activity during the Activity Club (first hour after school) that children are welcome to join - even if it is just for this session!

For parents wishing to pay with childcare vouchers:

As the clubs are Ofsted registered, we will be able to accept tax free childcare, vouchers and student grant payments. However, your child's school has recently booked this service therefore the registration has recently been submitted and the Ofsted registration number for the premises is not yet live - we will let you know when we receive this from Ofsted. If you wish to book in the interim, you are able to book and pay for your sessions. If you wish to pay with vouchers in future, we will refund the payments for existing bookings upon receipt of the Ofsted registration number. Alternatively, you are welcome to wait until the Ofsted registration number arrives. However, spaces may not be available as all of our clubs fill very quickly.

For parents wishing to pay with debit or credit card:

Bookings are now live for the year - you are able to book and reserve your space for as many sessions as you please. Note that sessions are payable at the time of booking therefore please only book what you are able to make payment for.

All services have limited spaces available and are payable upfront by parents via our website. Ad-hoc bookings are welcomed and you can book up to 3 hours before the club takes place should there be a space available on the club that day.

The sessions will commence on Monday 18th of September 2023 and run for the Academic Year until July 2024.

For parents wishing to subscribe to use the service every day for reliable childcare and pay the same amount monthly via direct debit at a discounted price:

Click [here](#) to see our Membership Brochure and e-mail creditcontrol@clubscomplete.co.uk if you feel this may be of interest. Please note that our memberships are not suitable for parents paying with childcare vouchers, tax free childcare, student grant, universal credit or HAF funding.

After school club: 3:15-4:15pm - £6.20

During the Activity club, children can choose to take part in an assigned adult-led activity for that day - themes for each day will change every term, see attached the leaflet for Autumn Term. During after-school clubs with more than 10 children, we also have alternative activities on offer for those children who do not want to choose the structured activities on offer.

Explore club: 4:15-5:15pm - £6.90 (including food and drink)

Children will first enjoy a nutritious meal, which will vary each day, click [here](#) to see our menu. After children have enjoyed their meal, they will have the choice to participate in the adult-led activity of the day or to enjoy independent play by taking advantage of the stations set up in clubs; construction corner, quiet corner, craft corner etc.

Care package 3:15-6.00pm - £15.00 (including food and drink)

This package includes both Activity and Explore and club up to 6.00pm. After the Explore session, the remaining time is a child-led free play session whereby homework can be worked on, children can read, play games or take part in other activities such as crafts and lego.

Facebook: Please click below to join our private Facebook group for your school:

<https://www.facebook.com/groups/200269202984969>

This is where we post reminders of events, polls for new themes and menu options, and pictures of what the children have been up to. This is also a great place to ask any questions you may have about the clubs and to chat to other parents using our services!

Our terms:

- Once you have made a booking you can amend or cancel this booking within 24 hours at which point a credit for the session will be automatically made to your account. Outside the 24 hours, it is not possible to receive a refund.
- Time limits for bookings: You are able to book any clubs of your choice up to three hours before the club commences. At the cut-off point of three hours before any club starts, the website will automatically prohibit you from booking the club so that we can cater for the amount of children in the club - if it is an emergency, and you require the childcare, you may call the office to see if there are remaining spaces available but a £5 administration fee will be charged for your booking for our staff member to make the last-minute booking for you as it is quite a lengthy process to log in and override the system.
- Your account - if you do not make the bookings via your online account and prefer to call our office, we are able to take the booking, but all transactions are subject to a £5 administration charge.
- If you have a change in circumstances or your child is poorly, we ask that you log into your account and cancel their space, so our staff know not to expect them - this is part of our safeguarding policy to ensure we know the whereabouts of your child.

Unfortunately, you will not receive a credit or refund in this circumstance as we have to allocate staff, purchase food and equipment ahead of the day arriving, so our costs have already been made.

Please note that from a safeguarding perspective, we are not covered to accept children who have not been booked onto a session. Therefore, please book your child/ren online, in advance. If your child arrives at a session when no one else is on the school site, we will accept them - however, you will be charged an additional £5 admin fee for our office team to invoice you. If the school reception is still open and your child is not on the register, we will ask them to call you to collect.

All ClubsComplete staff members are DBS checked, qualified and experienced working with children and have undertaken safeguarding children training.

To book, please click below:

<https://myclub.clubscomplete.co.uk/settings/colmers-farm-primary-school>

We are running a variety of summer camps across the UK, please visit our website to search for a club near you.

Please note our offices are open Monday to Friday 9am-4pm if you would like to give us a call regarding our services. To contact our staff on site after these hours when your child is in the club, please call the setting phone.

Kind regards,

ClubsComplete Ltd

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