

BREAKFAST AND AFTER SCHOOL CLUBS



Frequently Asked Questions / Terms & Conditions:

About Zest Childcare @ The Meadows:

Q: When are you open?

A: Zest Childcare operates across term time and offers a holiday club during half terms and holiday periods.

Breakfast club runs from 07.30am – 9am

Afterschool club operating between 3.30pm – 5.45pm Monday – Friday.

Holiday Clubs offer a long day (8am – 6pm) and shorter day option (9am – 3.30pm)

Q: Pricing – How much do sessions cost per child?

A: 2022/23 prices are: Breakfast Club: £5.50 per session (£2 for stop and drop)

After School Club: £8.50 per session

Holiday Club (Long Day) £24

Holiday Club (Short Day) £20

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 start times and pick up before closing times for all clubs?

A: Yes, however the price for a session is fixed irrelevant of drop off / collection time. We do offer a stop and drop provision in the mornings during term time.

Q: Will food be provided?

A: Yes, breakfast and an afternoon snack will be provided at Breakfast and After School Clubs. Food is not currently provided during the Holiday Club setting and we advise you to send an appropriate packed lunch when attending Holiday Club.



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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 Futura Commercial Services Limited, (a subsidiary of Futura Learning Partnership).

Q: What are the term dates?

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

The Meadows Primary Term Dates - [The office / The Meadows Primary School](#)

Q: Can you give my child medicine?

A: We are not able to administer prescribed medicine to children whilst they are at the sessions. Parents must administer medicines prior to session unless otherwise communicated with a plan in place via the school. It's important that any allergies or medicines are updated on a regular basis. Please inform our supervisors if changes occur.

Booking and Payment:

We use a system called **Nursey in a Box** to manage registration, bookings and payments for all breakfast, afterschool and holiday club bookings. As a parent you have control over this and can communicate with a member of our admin team via the system and Nursey 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



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capacity and can be requested via email to zestchildcare@themeadowsprimaryschool.org.uk 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 aligned with our booking terms stipulated on the invoice.

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

A: Yes it will be possible to use childcare 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 zestchildcarethemeadows@futuralearning.co.uk or raise a ticket via the [ParentAdmin.com](https://www.parentadmin.com) application.

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 cancelations will include the full booking term and outstanding invoices will need to be settled.



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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@themeadowsprimaryschool.org.uk to enquire for availability or register your child on our parent portal ParentAdmin.com.

Q: What happens if I am late picking up my child? (applicable to afterschool club and holiday clubs)

A: We recognise that sometimes, plans do not always work out, you may experience a vehicle breakdown, be caught at work or fall unexpectedly poorly. If this is the case, you will need to inform the school and relevant afterschool / holiday club leader.

One off occasions cannot be helped and will not be charged. However, should a late pick up of your child occur on more than 3 occasions, **a late pick charge will be applied of £20**, to your invoice for each singular occasion. If late pick-ups continue we may withdraw your child from the provision.

Any further questions outside of the FAQ's, please do not hesitate to contact us via zestchildcare@themeadowsprimaryschool.org.uk.

Kind Regards

The Zest Childcare Team.



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