



Eagle Club
Terms and Conditions
Updated June 2023

Eagle Club at St John's C of E Primary School provides "home from home" wraparound care, both before and after school. It is an additional service provided by St John's C of E Primary School to assist families that may require childcare beyond state funded education during school hours. It is led by school staff, which provides a consistent approach across the whole school. Eagle Club operates every day in term time, except after school on the last day of term when school has an early finish. There may also be exceptional circumstances when the Club is unable to run due to circumstances beyond our control or due to pre-planned events.

Eagle Club is very popular and places are filled quickly. Families are encouraged to book their place for the whole school year at the earliest opportunity. It is not always possible to offer ad hoc places.

St John's Church of England Primary School staff provide the Eagle Club before school from 7:45am and after school until 5:30pm. This is a chargeable activity and the rates from September 2023, as agreed by the Governing Body, are £6.00 per session before school, and £11.00 per session after school. The full rate applies regardless of the time that children enter or leave the club. The rates are reviewed on an annual basis in line with our Charging and Remissions policy.

If you are in receipt of Free School Meals and think that your family would benefit from the use of Eagle Club, but may have difficulties with the payments, please contact the school office to speak with our Family Support Advisor.

Activities

The Eagle Club staff ensure that there is a range of activities for the children to choose from, including but not limited to drawing, reading, art and crafts, games etc. Weather permitting, the outdoor areas will be used for physical activities.

Breakfast and After School Snacks

Children attending Breakfast Club are offered cereals. After school, the children are offered sandwiches/wraps and fruit/vegetables. Children who take part in an after school club before attending Eagle Club are able to join for snack time. Children are encouraged to help set up the snack area and clean away afterwards. The afternoon snack we provide at Eagle Club is not intended as a substitute for a main evening meal at home with family. We will also meet medically evidenced individual dietary requirements, including food allergies and intolerances, wherever possible.

Booking Procedure

All bookings should be made in advance through our online booking system, Magic Booking Website. This provides you with greater control over your own bookings. Information on how to book is available from the Eagle Club page on our [website](#). If, after reading the guide, you are still finding it difficult to book online, please contact the School Office to make an appointment for a demonstration.

You are able to book a place at Eagle Club up to 1 hour before the start of the club. Payment will be requested at the time of the booking either in full or partial with instalments. We also accept Childcare vouchers. If you do not see your childcare voucher provider listed, please contact the school office.

If, due to unforeseen circumstances, you need to book Eagle Club with less than one hours notice, please contact the school office on 01923 255017, providing an explanation for the late booking. We will only provide this service in



Eagle Club
Terms and Conditions
Updated June 2023

exceptional circumstances. Although we will do everything to assist in these situations, we cannot guarantee that a space will be available. Please note that we reserve the right to charge an administration charge of £5 added to each booking.

Please note that Eagle Club is very popular and we do have days when the session is fully booked. We encourage everyone to book sessions at the earliest opportunity. However we understand that, in an emergency, you require a place at Eagle Club at short notice. If placing a child into Eagle Club means that we have to go beyond the maximum session number, we reserve the right to charge an additional fee of £10 to cover an additional member of staff having to be present

Cancellations.

If you no longer require the booking, please cancel online. A credit note against future bookings will be created should you cancel a session giving 72 hours (3 days) notice. If you cancel a session with less than 72 hours notice, the session is non-refundable.

There may be instances where the school has to cancel Eagle Club. If this is due to a pre-planned event, we will give you as much notice as possible so that you can make alternative arrangements. Sometimes unforeseen circumstances occur, such as extreme weather conditions where we have to close the school. Wherever we cancel a session and you have already paid, we will credit you for any sessions cancelled by us.

Absences

If your child is unable to attend their session, please cancel it online as soon as possible as this enables the place to be allocated to another child. Please note that the 72 hour cancellation period still applies and sessions will be automatically credited by the system if you cancel with 72 hours notice.

If your child is unable to attend as they are unwell, you can make a request through the school office to cancel their place and request it to be credited to your account. **We can only provide credit if you ask us to cancel the session at least 2 hours before it starts.** Just as at school, any child experiencing sickness or diarrhoea should not attend Eagle Club for 48 hours after the last episode.

Drop off/Collection Procedure

Parents/Carers to drop-off/collect the children via the doorway to the studio at the front of school. Please note that you must book before attending and the school reserves the right to refuse admission to any child not on the register.

Eagle Club staff can only release children to adults shown as having permission to collect within Arbor online booking system. This is a separate system to the school's management information system.

We understand that there may be unforeseen circumstances beyond your control that mean you are unable to collect your child before 5:30pm. If this happens, we would expect you to try to arrange for someone else to collect your child and to contact the school with their details. Following our safeguarding procedures, we cannot hand your child to a person who you have not made the school aware of. If you are unable to arrange for your child to be collected on time, you must contact Eagle Club by telephone to let them know there will be a delay.



Eagle Club
Terms and Conditions
Updated June 2023

Uncollected Children

If a child is not collected by 5:30pm and no-one has contacted the school, we will attempt to reach all of the contacts registered for the child in order of priority. If we are still unable to reach any registered contact and no-one has contacted the school, at 6:00 pm, the school will contact the police and social services.

If you collect your child after 5:30pm, a late collection fee will apply. We hope that you understand that we have to recoup the costs of paying Eagle Club staff for additional time at increased rates.

The late fees are:

A flat rate fee of £5 for every 10 minutes late for collections up to 6:00pm.

After 6:00pm, an additional £1 for every minute late, as we will also have to pay for a keyholder to stay late.

If this happens on more than 2 occasions in one half term, we may refuse to admit your child to Eagle Club.

Late collection at the end of the School Day

If you have been delayed in collecting your child from school, please contact the school office to advise them of a likely arrival time. School staff will wait with your child for 10 minutes after their collection time. If we have not received a phone call, we will attempt to contact the child's emergency contacts. If you have not collected your child after the 10 minute window, you will be advised that your child will be placed into Eagle Club and you will be charged for that session plus the £5 admin fee. If this happens more than twice in a half term, the school will take additional action. This could include levying an additional charge or refusing entry to Eagle Club.

Overdue Payments

Please note that St John's C of E Primary School is committed to providing this service for the benefit of our children and our families. However, it would not be in line with our Christian ethos to allow any family to place themselves in financial difficulties and incur a debt that they cannot pay. Therefore we have set limits within the system whereby you will not be able to book if the maximum amount set by us has been reached. Anyone who finds themselves in financial difficulties should make an appointment to see the School Business Manager so that the matter can be resolved.

Eagle Club reserves the right to recharge to you any unexpected fees incurred by Eagle Club as a result of financial transactions made by you (ie. credit card charge back fees).

Conditions of Admission

1. St John's C of E Primary School reserves the right to require the removal of child/ren from any of the clubs.
2. All school policies apply in Eagle Club