

FAIR OAK JUNIOR SCHOOL
LITTLE OAKS AFTER SCHOOL CLUB
Parents Information Leaflet 2026/2027



About Us

- We will provide a safe, happy, friendly, well supervised environment in Little Oaks after school club for children who attend Fair Oak Junior School.
- After school club will run from 3.30pm – 6.00pm in the school hall.
- Activities in the club will focus on providing the opportunity of participating in a variety of pursuits to suit the age range of children attending. Activities include board games, arts & crafts, construction and outdoor games etc.

Booking Sessions

- All bookings must be made in advance via the Arbor app.
- Sessions can be booked individually and are subject to availability.
- Bookings must be completed by 11:30am on the day the session is required.
- Spaces are limited and allocated on a first come, first served basis.
- Bookings are confirmed once payment has been made.

Payments

- Payment must be made **at the time of booking** via the Arbor app.
- We accept childcare vouchers and Tax-Free Childcare.
- Payments made via vouchers and Tax-Free Childcare must be submitted in advance. Parents/carers should allow up to two weeks for funds to clear and be allocated to their Arbor account prior to booking sessions.
- Club staff are not permitted to accept any payments.

Cancellations and Changes

- Cancellations must be made at least **7 days in advance, by contacting the office**, to avoid being charged.
- Sessions cancelled with less than 7 days' notice will be charged in full.
- Booked sessions must be paid for whether your child attends or not, including partial attendance.

Registration Forms

- A registration form must be completed in full, providing contact names, telephone numbers, email addresses, children's GP, allergy information, and special requirements including learning, emotional and behaviour difficulties. The club must be notified immediately of any change to these details, including changes to contact numbers should we need to contact you in an emergency. Children cannot be accepted in the club without a signed form.
- Registration forms can be obtained on our website or via the school office.

Absences (For Little Oaks)

- If children are absent from school or collected from school during the day, please make sure the school office is aware that they should be 'removed' from the after school club register for that day. Charges will still apply.
- If a child expected to attend does not arrive and we are unable to contact the parents/carers or emergency contacts, we will follow safeguarding procedures, which may include contacting Children's Services.

Children Attending Other Clubs

- Parents/carers need to inform the school office if children will be attending any other after school club e.g. The Play Team, Big Mouth Theatre or a teacher led club, prior to going to the after school club childcare provision. Children should register with the after school club staff **first** before attending their other club.

Collection

- Parents/carers must ensure their child is signed out on the register by a member of staff.
- You can collect your children at any time during the course of the session but no later than 6.00pm. You will be charged for the whole session, as booked, even if you collect your children earlier.

- If you have a problem getting to the club on time to collect your children, then the parents/carers must ring the club on 02380 693195, option 2, to advise of the reason for the delay and make alternative arrangements for the collection of the children.
- If you make alternative arrangements for the collection of your children you need to notify the club, giving details of the person who will be collecting on your behalf and a known password, as supplied on your children's registration form.
- If a parent/carer arrives late for any reason after 6.00pm, a charge of £10.00 for the first ten minutes and then £5 per every five minutes following will be applied.
- If a parent/carer is persistently late in collecting their child after 6pm on three or more occasions it may result in the child being withdrawn from the club. If a child fails to be collected from the club by 6pm the child's parents/carers will be telephoned at 6.05pm. If a parent/carer cannot be contacted, the club leader will use the child's emergency contact details to find an alternative designated adult. If a parent/carer or other designated carer for the child cannot be contacted the club leader will telephone Children's Services to arrange for short term emergency care of the child.

Security

The security, health and well-being of our children are our first priority. Therefore -

- Children will not be permitted to leave the club unaccompanied at any time unless written permission is given by the parents/carers in advance.
- No mobile phones will be permitted to be used at the club.
- All visitors must report to the club leader upon arrival and sign in.
- Any unauthorised entry will be treated seriously and may result in police involvement.

First Aid/Accidents

- It is important to realise that at times when children and young people are playing, playground accidents can happen. For this reason, we have staff that are qualified in administering first aid.
- Any minor accidents will be dealt with and recorded. The parents/carers will be informed when collecting children from the club. In case of a more serious accident, the appropriate action will be taken and the parents/carers will be informed immediately.

Illness

- If children are ill during a session, the parents/carers will be contacted. If children suffer from an infection or infectious illness the club will ask the parents/carers to collect the child immediately, with the understanding that children will only be accepted back at the club when they are fit. Children must be symptom-free for 48 hours following vomiting or diarrhoea before returning. This action is necessary for the protection of other children from infections and illness. The club needs to be informed if children are not attending due to illness. Please note you will still be charged.

Child Protection/Safeguarding Children

- We take our responsibility for child protection seriously. All staff will have an enhanced DBS check and be trained in Safeguarding and Child Protection. Staff will follow school procedures for referring any concerns to the Designated Safeguarding Lead who will make the necessary referrals to the local authority. We also have a child protection policy in operation. Where necessary, concerns may be shared with external agencies without parental consent in order to safeguard children.

Snacks

- The club offers a variety of snacks, including fresh fruit, toast and spreads, cheese and crackers etc. Children have access to drinking water throughout the session. This snack does not constitute a full tea.
- Any food allergies/dietary requirements etc must be noted on the registration form.
- Children are not usually permitted to bring their own food unless agreed in advance (e.g. for medical or dietary reasons).

Behaviour

- Whilst the emphasis of the club is on having fun and to enjoy a range of experiences, it is important to maintain a high level of behaviour for the safety and enjoyment of all. We expect high standards of behaviour to ensure a safe and enjoyable environment for all. The definition of poor behaviour will be determined by the club leader. Examples of such behaviour include bullying, vandalism, excessive bad language, physical violence, abusive behaviour/language or anything that puts an individual or group at risk.
- A child exhibiting unacceptable behaviour will first be spoken to about their behaviour and given an opportunity to demonstrate an improved attitude. Unacceptable behaviour incidents are recorded and given to the child's parent/carer to sign. If the behaviour continues the child may be withdrawn from the club after three recorded behaviour incidents. In exceptional cases there will be no warning given, such as stealing or purposely causing harm to another.
- The club leader reserves the right to refuse entry to any participant at their discretion. Decisions will be made fairly and in line with the club's behaviour policy. Parents/carers may raise concerns via the complaints procedure. Refunds will be considered at management discretion where appropriate.

Health and Safety

- All staff are fully trained in emergency and evacuation procedures.
- Emergency and evacuation procedures will be practised during the club's timetable.
- The staff of the club are responsible for completing daily safety inspections of the site and its facilities.
- All incidents will be recorded in the accident and incident log kept in the club.
- There will always be qualified first aiders available.
- Serious incidents will be referred to the appropriate authorities.
- In warmer weather children should be provided with a hat and sun cream.

Emergency Closure

- If the club is closed by the management at short notice, due to very exceptional circumstances i.e. severe weather, staff shortages, no heating, burst water pipes, etc a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and the parents/carers make the decision not to send their children. The after school club staff will contact the parents/carers, therefore please ensure that contact numbers are up to date on the registration forms.
- If the school is closed in an emergency, you will be notified according to our Emergency Closure Procedures and after school club will not run.

Data Protection

- We process personal data in accordance with UK GDPR. Data is collected for the purpose of safeguarding and providing childcare services. Parents/carers have the right to access, rectify or request deletion of their data. Further details are available in the school's Privacy Notice.
- Records will be destroyed in accordance with Hampshire County Council's retention schedule.
- Information may be shared with relevant professionals where necessary to ensure the safety and welfare of children.

Equal Opportunities

- The club is committed to equality of opportunity for all.
- We shall endeavour to enable children to adapt, if necessary, to interact socially and to have access to a broad and balanced range of activities.
- We are committed to provide the appropriate support where necessary to ensure integration.
- We recognise all children as individuals with different needs.
- Inappropriate attitudes and behaviours will be dealt with sensitively.
- All staff will actively uphold the principles of our Equality and Diversity Policy.
- We will regularly review our Equality and Diversity Policy and monitor its effectiveness.
- This is in accordance with the Equality Act 2010.

Special Educational Needs

- We welcome participants with learning and physical needs.
- The club is fully equipped to manage a wide range of physical abilities.
- Every effort will be made to cater for those with special needs; where appropriate activities may be adapted.
- We will regularly review our Special Needs Policy and monitor its effectiveness.

Complaints Procedure

- If you have an issue or problem with any aspect of the club, in the first instance talk to the club leader on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please contact the Headteacher via the school office.

Contact Details & Pricing

Club Times	Price per session	Price per sibling attending on same day
3.30pm – 6.00pm	£13.50	£11.50*
4.30pm – 6.00pm (attending after a sports or teacher-led club)	£8.50	£7.00*
Late pick up	£10.00 extra charge for pick up before 6.10pm £5 extra charge for every 5 minutes after 6.10pm	

* Please note that if you qualify for the sibling rate, the standard rate will be payable at the time of booking. Please then contact the school office and your account will be adjusted accordingly.

School Ofsted Registration No 115997

Bookings and Payment Administration contact the school office on 02380 693195
Monday to Friday 8.00am to 4.30pm.

After school club contact number 02380 693195 option 2