



THE
Raleigh
SCHOOL

EARLYBIRDS & SHIPMATES

Terms & Conditions

Reviewed: July 2026

Next Review: July 2027

The aim of the Clubs is to provide good quality, out of hours care for children at the Raleigh School. This will be in a safe, secure environment, offering activities to ensure relaxation and stimulation to promote children's wellbeing and meet their individual needs.

1. Policies and procedures

The policies and procedures in this booklet will be reviewed annually.

2. Operating hours

Both extended day clubs will operate during term times only for 38 weeks a year, excluding those Inset days within the Raleigh School calendar.

Earlybirds is open between the hours of 7.40 am to 8.40 am Monday to Friday.

Shipmates is open between the hours of 3.15pm and 5.45pm Monday to Friday. The exceptions to this are likely to occur on the last day of term when school closes at 1.30pm.

Children should be taken in to Earlybirds by a responsible adult and handed over to a staff member who will mark a register to indicate the child is present at the club. Children attending Earlybirds are taken by club staff into the playground by 8.40am and then follow the procedure for children arriving at school at the normal time.

Children arriving at Shipmates, either at the end of the school day or, following attendance at an after-school club, will be marked in the register by a member of the Shipmates staff to indicate the child is present. Children must be collected from Shipmates by a responsible adult who will be required to sign and indicate the time the child was collected.

3. Breakfast/Tea

A buffet-style breakfast will be available and may consist of toast, cereals, yoghurt, juice or milk. This is included in the fee.

All children attending Shipmates will receive a light snack (e.g. a drink and a biscuit). Children at Shipmates beyond 4.30pm will receive a wider offer.

4. Content

At Earlybirds, there is a range of appropriate indoor activities and, weather permitting, outdoor activities to ease the children gently into the day once they have finished their breakfast.

At Shipmates, there is a range of appropriate indoor activities and, weather permitting, outdoor activities.

At both clubs, there will also be the opportunity for children independently to do homework.

5. Price structure

Earlybirds is currently charged at £8 per session or part session.

Shipmates is charged at the rates below:

- 3.15pm – 4.30pm: £7.00
- 4.20pm – 5.45pm (after-club session): £8.00
- 3.15pm – 5.45pm (full session): £14.00

Charges are reviewed annually.

Once a booking has been made, parents/carers must provide at least 48 hours' notice if they wish to cancel or amend a session. Cancellations made with less than 48 hours' notice, or non-attendance for a booked session, will be charged at the rate of the session booked.

6. Late Collection (Shipmates Only)

If you are unable to collect your child at the agreed time, please contact the club direct on **01483 281903** to let us know what alternative arrangements you have made. If another person is collecting your child and is previously unknown to staff, that person will need to bring photographic ID with them.

We will only release a child from our care if we are fully satisfied that we have been authorised to do this and have seen relevant identification.

If children remain uncollected by 6.30pm the Designated Safeguarding Lead will be contacted.

7. Late Fees (Shipmates Only)

If a child is not collected when the session ends at 5.45pm, late fees will apply as

follows:

£15 per child collected between 5.45pm and 6pm

£20 per child collected between 6pm and 6.15pm

£25 per child collected between 6.15pm and 6.30pm

8. Admissions/bookings

Sessions should be booked via MCAS no later than one day before the required session. Places are allocated subject to availability and advance booking is essential to ensure appropriate staffing ratios can be maintained.

Children must not attend Earlybirds or Shipmates without a confirmed booking.

Where a session has not been booked in advance, parents/carers should contact the school office as soon as possible to request a place. Whilst late bookings may be accommodated where capacity allows, this should only occur in exceptional circumstances and should not be relied upon as a regular arrangement.

Repeated attendance without a prior booking places significant pressure on staffing and operational arrangements. Therefore, where a child attends without a confirmed booking on multiple occasions, the school reserves the right to apply an additional administration charge of £15 per unbooked session, in addition to the standard session fee.

The school reserves the right to refuse admission to an unbooked session where places are unavailable, safe staffing ratios cannot be maintained, or where children repeatedly attend unbooked sessions.

9. Payment

Payment for all Earlybirds and Shipmates sessions is made via MCAS and is taken at the time of booking.

Where a late booking is agreed by the school, any outstanding charges must be paid in full within 24 hours of the booking being made. The school reserves the right to refuse admission to Earlybirds or Shipmates where payments remain outstanding.

Parents/carers are responsible for ensuring that their MCAS account remains in credit and that all charges are settled promptly. Persistent non-payment may result in future bookings being declined until the account is brought up to date.

The school accepts a range of childcare voucher schemes and Tax-Free Childcare payments. Parents/carers wishing to use these payment methods must ensure that funds are transferred, received by the school, and credited to their child's MCAS account before sessions are booked. It is the responsibility of parents/carers to allow sufficient time for payments to be processed. Any

sessions booked before funds have been received and allocated to the MCAS account must be paid for using an alternative payment method.

10. Emergency contact number

The contact number for the Extended Day club is 01483 281903 – this will be available from 7.30 am until 8.40 am and from 3.15pm to 6pm. It is only for emergency contact and outside of these hours, enquiries/calls should be made to 01483 282988.

11. Cancellation

Sessions can be cancelled up to 48 hours before the session without penalty. Any sessions cancelled within 48 hours are chargeable at the full rate booked.

12. Concerns and complaints procedure

Any concerns or complaints will be handled in line with the school's concerns and complaints policy