

# Frisby Out of School Club

# Handbook for Parents



## Information for parents

Welcome to our Out of School Club. We hope that you and your child will enjoy and benefit from our out of school provision. We aim to provide safe, enjoyable childcare within our school setting, but without the timetable.

Frisby Out of School Club is a privately owned business and is not run by the school.

This leaflet contains information about Frisby Out of School Club. Please read it carefully as it will tell you what is expected from our club and what we expect from you in return.

Please ask if you need further details about the club or wish to make a suggestion. We pride ourselves in responding to club users and will try our best to provide a service that suits all our needs.

Our club is registered with Ofsted.

### Our aims

- To provide out of school care for children between the ages of 3 and 11 in a caring, safe environment.
- To provide training and work opportunities for members of the local community through offering employment within the club.
- To enable parents to access work and training opportunities through the provision of low-cost childcare.
- To encourage children to mix with and take responsibility for children of different ages.
- To involve children in a broad variety of extra-curricular activities.

### Opening times

We are open:

Term time only	7.45 - 9.00 a.m. 3.30 - 6.00 p.m.
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### Fees and other charges

7.45 - 9.00	£7.00 (to include breakfast)
8.00 - 9.00	£6.00 (to include breakfast)
3.30 - 4.30	£6.50 (to include a drink & biscuit)
3.30 - 6.00	£12.00 (to include tea)

### Booking your child into the club

We use an online booking system 'Magic Booking' to handle all bookings for the club. To access this system, log on to <https://frisby.magicbooking.co.uk> and follow the instructions. All payments are also arranged through this online portal.

## HOW TO BOOK ONLINE THROUGH MAGICBOOKING

- Log in to: <https://frisby.magicbooking.co.uk>
- Register as a parent
- Register your children
- Agree to terms and conditions
- Make booking as required - you will be emailed confirmation of your bookings
- Make payment or click on payment plan if paying by childcare vouchers

### Notes

You will need to validate your registration - you will be sent an email link (check junk folder as this often goes there!) Any issues with this, then Suzie can validate it from her end.

Please note: when making bookings, if you have not paid within 2 hours of the booking, the system cancels your booking! If you wish to pay using childcare vouchers or Tax Free Childcare, then please make sure you tick the correct box.

There are sometimes issues when trying to sort payment using a phone - it works better on an ipad/laptop.

Any problems, contact Suzie who will be able to help - Email: [frisbyosc@icloud.com](mailto:frisbyosc@icloud.com)  
Tel: 07805 122861

### Leaving and collecting your child

All children must be handed over to a play worker at the school entrance.

Please note that it is important that:

- Children do not arrive before 7.45 a.m.
- Children are collected promptly at or before 6.00 p.m.

Supervision is not available outside these times and children will not be allowed inside the school.

It is important for your children's safety that we are informed if there is a change of plan and/or a different adult will be collecting your child.

Our telephone number is 07982 573737. Messages relating to a child's attendance at the out of school club can be left on the answer phone if they are not attending on that day due to illness or are going home with someone else etc. Someone will get back to you as soon as possible if necessary.

### Activities

We aim to involve children in a range of activities, whilst allowing them the freedom to make choices and relax. During the week there will be opportunities to take part in:

- Art/craft activities
- Outdoor sport/games (weather permitting)
- Indoor games
- Quiet activities (e.g. reading, jigsaws, colouring, use of construction equipment, TV/DVD/Wii)
- Interactive activities (board games)
- Role play

Children will also have the opportunity to do their homework, although this is not a homework club.

We will try to incorporate outdoor activities regularly and make use of the school grounds and playground. Children will also be taken onto the school field for games.

## Refreshments

Breakfast	Drinks & toast/cereal
Afterschool	Drinks & fruit/biscuit
Tea (light snack)	e.g. Sandwiches/wraps/soup etc.

Please keep us informed of any particular dietary requirements your child(ren) may have.

## Code of conduct

We expect a high standard of behaviour at our club. Children are encouraged to be:

- Polite
- Supportive of one another
- Co-operative and respectful to members of staff
- Attentive to the needs of others
- Responsible towards their environment

We do have some specific rules:

- Children must walk in the school building
- Children must share equipment and play fairly
- Children must clear up after themselves and return items they have borrowed
- Children must do as they are asked by a member of staff

We believe that having clear rules makes the club a more comfortable environment for everyone.

If children do not follow our code and/or break our rules we will:

1. Discuss their behaviour with them and explain the reasons for the rules
2. Apply a school club sanction depending upon the nature of the behaviour and its repetition, including:
  - Removing a game/object
  - Referring to another play worker
  - Providing "time out".

Should inappropriate behaviour continue we will:

- Inform parents and request their support

Should none of these approaches be successful, we reserve the right to ask parents to withdraw their child from the club. Obviously, this would be the last resort, but we are sure you will agree that high standards and expectations are important if children in the club are to feel secure and safe.

## Policies and procedures

We have a comprehensive folder of policies and procedures for the setting, which are available for parents to view. If you would like to see these, then please ask a member of staff.

## Let us know

If you have any ideas and/or suggestions for ways in which we can improve the club we are always happy to hear your comments. If you have a problem or you are worried about some aspect of the club, please let one of our school club staff know. Alternatively, you can:

- Speak to Suzie Hefford (Manager) Tel: 07805 122861

We will do our best to intercept problems at the earliest opportunity.

### Frequently asked questions:

- Q: If my child is booked into the afternoon club until 6.00 p.m. can I collect before that time?  
A: You may collect your child at any time you wish before 6.00 p.m. We do have to be off the premises by 6.00 p.m. as that is when the premises officer locks up. Likewise in the mornings you perhaps will not need to drop your child off until 8.30 a.m. on the way to work. This is fine, however you will still be charged for the whole breakfast session.
- Q: What charges will I incur if I am late collecting my child?  
A: If children are regularly late being collected (after 6.00 p.m.) we reserve the right to charge late collection fees of £1.00/minute.
- Q: I will have 2 children attending, is there any discount for the second child?  
A: Yes, we will give a 10% discount if you have 2 children attending.
- Q: How many children will be at the club?  
A: We are registered with Ofsted to take 24 children aged 3-8 years, so there could be 24 children under 8 attending each session. We can also take over 8 year olds as long as the total number of children attending does not exceed 24.
- Q: What if my child is invited to play at a friend's house/is away on a school trip/is playing sport for the school/is attending an after school club etc.  
A: The place will still have to be paid for and the club informed that your child would not be there on that date.
- Q: I have childcare vouchers from the company I work for. Am I able to use them towards the Out of School Club fees?  
A: Yes. Please check with Suzie that they are acceptable, as we might need to register before we can accept them, but we should be able to take them in full/part payment of the fees.
- Q: How do I get in touch with the club?  
A: Telephone us on the Out of School Club Mobile - 07982 573737. You may leave a message on the answerphone and someone will get back to you as soon as possible or you can phone Suzie on 07805 122861.

**WE LOOK FORWARD TO YOUR CHILD JOINING US  
AND HOPE THAT THEY ENJOY THEIR  
OUT-OF-SCHOOL EXPERIENCE!**