

Wraparound Provision – Parent FAQ Sheet



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Breakfast Club & Afterschool Club – Frequently Asked Questions

1. How do I book a place?

All sessions must be booked and paid for through ParentPay. The school does not accept bookings at the gate, by phone, or by email.

2. When do bookings close?

All bookings close at 12 noon, the day before the session. ParentPay will not allow bookings after this time. Will also be able to alter or amend bookings until the cut off.

3. Can I drop my child off without a booking?

No. We are unable to accept drop-ins. Children may only attend if the session has been booked and paid for in advance.

4. What are the costs?

- Breakfast Club: £5 per session
- Afterschool Club (pick-up by 4:30pm): £4.50
- Afterschool Club (pick-up by 6:00pm): £9.00

Parents must book the correct session based on their collection time.

5. What if I book the early session but collect after 4:30pm?

Children collected after 4:30pm will be charged the late pick-up rate (£9). Persistent late collection may result in withdrawal of a place.

6. Why can't the school add my child after the cut-off?

Staffing and supervision are planned 48 hours in advance. Once ParentPay closes, staff are not able to add additional children safely.

7. What if I'm asked to work late unexpectedly?

We understand that genuine emergencies may occur. Emergency requests may be considered only if staffing and capacity allow, but are not guaranteed.

8. Can I cancel and get a refund?

No refunds are given for illness, non-attendance, or changes of plan. Refunds or credits are only issued if the school cancels a session.

9. What happens if I have unpaid sessions?

ParentPay will block future bookings until outstanding balances are cleared.

10. Why is there a cut-off?

This ensures:

- Safe staff-to-child ratios
- Consistent supervision
- Staff wellbeing
- A reliable service for families

11. Who do I contact for help?

For ParentPay access issues, please contact the school office.

For policy queries, please refer to the Wraparound Provision Policy on the school website.