



BEFORE AND AFTER SCHOOL CLUB ORCHARDS Handbook 2026/2027



After School Clubs

Please retain this Booklet for your information.

September 2026 to July 2027

This information pack should be read in conjunction with the School's Policies and Guidelines.

WELCOME EVERYONE

Dear Parents/Carers,

We would like to take this opportunity to welcome you and your child to Olton Primary School's Before and After School club, "Orchards".

Orchards is open during school term only (apart from Inset days) from 7.30am until the start of school and then again from 3.10/3.15pm until 6pm.

We provide care and opportunities for your child to develop both socially and academically, within an environment that fosters positive relationships outside of the school day.

We provide a high-quality learning environment that is resourced both indoors and outdoors and have access to the wider grounds to support this too.

Children's experiences at home are highly significant and when parents and staff work together to support children's learning, the results have a measurable and lasting effect upon their development. A successful partnership needs a two-way flow of information, knowledge and expertise and we very much look forward to developing this with you.

We acknowledge the important role that you as a parent/carer play in your child's education and we value your support.

If you have any questions, please do not hesitate to contact us.

Best wishes,

Mr Chamberlain
Head Teacher

Mrs E Gray
Deputy Head Teacher

Mrs C Jones **Mrs T Chakmak**
Club Manager **Finance Officer**

Club Staff

Mrs C Jones - Club Manager

Mrs L Chadney - Playworker

Mrs S Harris - Playworker

Mrs B Neal – Playworker (part time)

Mrs G Leavey – Playworker

Mrs S Nickless (Playworker)

Mrs S Wahdat (Playworker)

Mrs L Geary (Playworker)

Mrs M Leung (Playworker)

Mrs K Chavda (Playworker)

Contact details for Club

Club Mobile (outside school opening hours) 07778 983 923 – not to be used when school is closed.

Club Manager – Mrs C Jones

Admin Officer – Mrs T Chakmak – 0121 706 2644

email s12orchards@olton.solihull.sch.uk

Frequently Asked Questions

What are the charges:-

SESSIONS	Cost per session
Breakfast Club – 7.30am to start of school. 5 days	£6.96 (£7.96)
End of School to 4.30pm 5 days	£9.88 (£10.88)
End of School until 6pm 5 days	£13.62 (£14.62)
Morning 730am/Long afternoon 6pm daily 5 days	£20.17 (£21.17)

Prices shown above are for secured bookings. Prices shown in brackets are for ADHOC bookings). Pricing is reviewed annually.

What are the opening times of Orchards?

Orchards is open between 7.30am and the start of school (this is variable as Nursery starts at 8.30, Reception and KS1 starts at 8.50 and KS2 starts at 8.40am) After school this is variable as KS2 finish at 3.10pm and the rest of the school finishes at 3.15. Club runs until 6pm every day. Please be aware your child should be signed off site by 6pm.

What activities might my child expect to do during a club session?

Activities and opportunities are planned carefully so pupils can develop social skills, engage in craft and physical activities as well as creative play. For children in Nursery and Reception, activities are planned to support the ongoing assessment of the EYFS curriculum.

Does the club provide food?

During a morning session, pupils have access to a wide range of healthy breakfast items including fruit, juices, toast, and cereals. In an afternoon session, pupils will be given a light snack which may include pasta, soup, wraps, vegetable batons, beans on toast, mac and cheese. A menu is sent out weekly on email to parents whose children who are booked into our club. Breakfast is served from 7.30am to 8.20am. Afternoon session is served from 3.10pm to 4.00pm.

How is the club staffed?

Our wraparound provision is staffed according to the number of pupils attending at any given time. As a result, staffing levels may vary, and some members of the team are employed on a non-permanent basis to ensure we can provide appropriate supervision and support for all children.

Mrs C Jones is our Club manager and qualified as a level 3. Mrs Jones, she has the responsibility of planning activities and opportunities to meet the needs of our children and organising her team. We operate an adult ratio of 1 adult to 8 children up to the age of 8 years old and 1 adult to 13 children for children aged 9 and over. There is access to a Safeguarding Lead during club opening times. Paediatric First Aiders also work within the club.

In the event of the club manager being absent, an experienced member of staff will lead the club, and a senior member of staff will remain present on the school site.

All staff will adhere to the Olton Primary School Code of Conduct and all school policies

Where do I drop off and collect my child from Orchards?

Orchards is based in the school hall. Drop off and collection is at the entrance to the old junior building where the doorbell is located. Parents and carers must inform club of all persons collecting their child. For added security, a password system is in place. Parents/carers are required to sign their child in and out of club. You may be asked to drop off/collect your child from a different part of the school due to activities that are taking place, but you will be notified of this via email.

How do I enquire about making a booking?

In the first instance, please email s12orchards@olton.solihull.sch.uk or call the school office on 0121 706 2644 and ask to speak to Mrs Chakmak.

What are the different types of bookings that I can make?

Standard bookings. These are regular/same time bookings for specific days and times each week. Standard bookings remain in place across the time your child is at Olton or until 4 weeks, paid notice is provided. These types of bookings are not confirmed until you receive confirmation from Orchards.

Ad hoc bookings can be made up to 5 working days in advance. These types of bookings must be emailed to s12orchards@olton.solihull.sch.uk. Please note that these types of bookings are only monitored between 8.45am- 9.15am and then again between 3.00pm- 5.45pm term time only. These types of bookings are not confirmed until you have received confirmation from Orchards.

Emergency bookings- these are for exceptional circumstances and are a request for an afternoon place on the day. These types of bookings must be received by email by 9.15am on the day and are not guaranteed unless confirmation has been sent by Orchards.

How do I pay for sessions/ bookings?

Olton uses ParentPay. You will be provided with a login, and bookings will be charged monthly for standard bookings. For ad hoc or emergency bookings these will be charged against your account, and payment is required within 24 hours. Please be aware of the late payment charges that can be applied. Please see separate section under Payment Schemes we also accept.

Do I need to make a deposit to secure my booking

A £50.00 non-returnable deposit will be required for all new bookings for September 2025 onwards. This will need to be paid via ParentPay if you already hold an account. If you do not hold a ParentPay account, we will request a BACS transfer of which details will be provided to you once your booking has been secured. This will be applied as a credit to your account to be used against future payments.

Can I use childcare schemes or vouchers against payments?

Yes, we accept, CARE4, CO-OP, SODEXO, EDENRED, COMPUTERSHARE, FIDELITI, BUSY BEES and HMRC. (Please see appendix for more information.)

Please provide our OFSTED reference 104076.

Can I cancel a booking after it has been accepted?

Sessions can be cancelled by emailing s12orchards@olton.solihull.sch.uk. Please note that 4 weeks paid notice is required for all standard bookings. If you provide less than 4 weeks paid notice, you will still be charged for the full amount.

If you wish to cancel an ad hoc booking, the amount will not be refunded.

Paid notice refers to 4 working weeks of your existing booking. This does not include school holidays.

(Please refer to appendix for further detail regarding our cancellation policy.)

If I have a worry or concern about my child, who do I speak to?

Mrs Jones is the Club Manager, and she is the first point of contact within the club. Mr Chamberlain (Head Teacher) and Mrs Gray (Deputy Head) are additional points of contact too.

Do you offer credits/refunds if my child cannot attend a booked session

We do not offer a credit/refund should your child be unable to attend a booked session.

REGISTRATION PROCESS AND MAKING A SECURED BOOKING

Registration/booking

- Before your child can attend CLUB for the first time, you will be **required to complete the registration and club booking forms (see appendix)**
- All Club Booking Forms will be accepted on a first received basis.
- A non-refundable deposit of £50.00 is required at the time your forms are received to secure your Booking. This amount will be applied and credited against your first club invoice.
- There are 3 types of bookings:
 - Standard-** these are long term regular bookings that remain in place for the duration that your child is at Olton or until you give 4 weeks paid notice.
 - Adhoc-** these are usually one-off bookings/ enquiries made up to 5 days in advance but no less than 24 hours before the required time.
 - Emergency-** these are exceptional enquiries made before 9.15am on the day for an afternoon session.
- Once a booking has been confirmed, this represents a contract between Orchards and yourself. This means, you have agreed to the full terms and conditions as stated in this handbook alongside the school's policies.
- Your contract will remain in place whilst your child attends Olton Primary School unless we receive 4 weeks written paid notice to cancel the Contract or to amend/cancel the booking (see cancellation policy). School holidays are **NOT** paid weeks.
- All sessions may not be transferred and always remain chargeable.

- Should you request a change to your booking during school holidays, these will not be acted upon until we return to school. If there are changes to be made, please ensure any outstanding invoice is paid by the due date.
- If we are over-subscribing a waiting list will operate on a first come, first served basis.
- Should you wish to suspend your existing booking as example going on Maternity leave, unfortunately, we will not be able to hold your booking. 4 weeks written paid notice must be provided by the Parent/Carer. If returning to work after maternity, and wish to have childcare, please contact Mrs Chakmak to discuss availability or email s12orchards@olton.solihull.sch.uk
- **Parents are responsible for ensuring Orchards are aware if a child is not attending a booked session, to prevent Safeguarding Concerns, therefore, we ask that you email s12orchards@olton.solihull.sch.uk prior to 2.30pm.**
- The school reserves the right to remove a club booking.

Adhoc bookings

We recognise the varying needs of parents and guardians. Therefore, subject to availability we can offer the flexibility of adhoc bookings which can be booked up to 5 working days in advance but no later than 24 hours before it is required.

While we strive to accommodate the preferences of all families, our priority remains ensuring the safety and wellbeing of all children in our care. Therefore, we carefully assess each individual request based on availability of spaces and maintaining appropriate staff-to-child ratios. This ensures that every child receives the attention and support they need while they are in our school wrap around provision.

Booking Procedure for Adhoc Booking/s

- You will need to complete and return the registration form/booking form (if you have not previously used the club during the School Academic Year).
- Your booking form needs to show your child's full name, class (if known), sessions you require, date of commencement and signed. Booking Forms will only be accepted on a first received basis.
- You may be asked to make a non-refundable deposit of £50.00.
- Once the booking has been confirmed, this represents a contract between Orchards and you. This means, you have agreed to the full terms and conditions as stated in this handbook alongside the school's policies.
- Sessions may not be transferred and remain chargeable.
- Should you request a change to your booking during school holidays, these will not be acted upon until we return to school. If there are changes to be made, please ensure any outstanding invoice is paid by the due date. Changes cannot be made during school holidays, therefore, to ensure no late payment charges are applied, we do ask Parent/Carers to pay the outstanding invoice amount by the due date. Please be aware to amend/cancel your contract/booking we do require 4 weeks written paid notice. **School holidays are not paid weeks.**
- If we are over-subscribed a waiting list will operate on a first come, first served basis.
- It is the parents responsibility to ensure Orchards are aware if your child is not attending a booked session, to prevent Safeguarding Concerns, therefore, we ask that you email s12orchards@olton.solihull.sch.uk prior to 2.30pm.
- Each Academic year (May/June) whilst your child remains in our Before and After School club, we will ask you to complete/sign and return a booking form to confirm you wish your child to remain in our club, and agree to any revised terms and conditions, which may also include price increases. This also gives you the Opportunity to amend/cancel your existing contract/sessions within the 4 weeks paid notice.
- The school reserves the right to remove a club booking.

Payment Policy

- Secured Standard Bookings for the whole of a School Academic Year – once accepted, are invoiced monthly in advance, and provides a payment due date. These will be sent to the designated email address.
- Upon receipt of your invoice each month, please do open the Invoice attachment to check you are happy the details are recorded correctly, prior to making your payment.
- Ad hoc bookings **MUST** be paid via ParentPay within 24 hours of the charge being applied to the account.
- Parent/Carers must ensure they are always aware of the payment due dates. This is **NOT** the Invoice date. These can be found in the Club Prospectus, on the Invoice, on the school website, and a reminder email is also sent.
- **September Bookings each year, payment will be required by the last working days of July.**
- Late payment fee - £10.00 per child/or where there are 2 or more children attending club the charge will be £15.00. All late charges will need to be paid via ParentPay **ONLY** and prior to your child's booked session. (See separate section under late payments).
- If you request a change to your booking during school holidays, these will not be acted upon until we return to school and will be subject to the required 4 weeks paid notice. If you have already received an Invoice for payment, then please ensure this is paid by the designated payment due date.
- **Please note, all school holidays are unpaid weeks and therefore do not form part of the 4-week paid notice period.**
- If an account seems to be regularly making late payment charges, we will contact you to see how we can resolve the issue and avoid further late payment fees.
- If a payment is returned as unpaid from your bank –a late payment fee will be applied, and your child will be unable to attend club until we are in receipt of the full outstanding funds. Please note, you will still be liable for the payment, even if you no longer wish your child to attend the club, without providing the correct notice period.
- Payment options are advertised on the following page.
- The school will not be held responsible for payments not being received on or before the payment due dates. This includes but is not an exhausted list, ParentPay issues/Personal bank accounts/lost or stolen cards/Third parties not releasing payments to us on time/not received the invoice/away on holiday.
- If you have not received an invoice, with a minimum of 2 weeks to the payment due date, please contact s12orchards@olton.solihull.sch.uk
- The full payment outstanding on your Invoice/Account is to be paid to the exact amount, including pence. If the full payment is not received, a late payment charge will be incurred.
- It is the Parent/Carer responsibility to be aware of all Bank holiday dates, when requesting third parties to release payments to us on your behalf. This can cause a delay and may cause you to incur a late payment charge.
- No refunds will be issued following any bookings made.
- 50% credit will only be applied should the school need to close due to unforeseen circumstances.
- Any outstanding payment will be passed to Solihull Council Debt Department.

Invoice

You will receive an invoice to the designated email address you have provided each month detailing the sessions for that month. Please ensure you check your Invoice each month. The invoice will detail all the sessions booked for that month and give you a total amount. It will then further down provide you with the actual amount due, based on any movement that has happened during the past month.

PAYMENT DUE DATES (These fall on the last working day of each month)

- | | |
|---|-----------------------------------|
| <ul style="list-style-type: none">• Friday 31 July 2026 | Payment for September 2026 |
| <ul style="list-style-type: none">• Wednesday 30 September 2026 | Payment for October 2026 |
| <ul style="list-style-type: none">• Friday 30 October 2026 | Payment for November 2026 |
| <ul style="list-style-type: none">• Monday 30 November 2026 | Payment for December 2026 |
| <ul style="list-style-type: none">• Thursday 31 December 2026 | Payment for January 2027 |
| <ul style="list-style-type: none">• Friday 29 January 2027 | Payment for February 2027 |
| <ul style="list-style-type: none">• Friday 26 February 2027 | Payment for March 2027 |
| <ul style="list-style-type: none">• Wednesday 31 March 2027 | Payment for April 2027 |
| <ul style="list-style-type: none">• Friday 30 April 2027 | Payment for May 2027 |
| <ul style="list-style-type: none">• Monday 31 May 2027 | Payment for June 2027 |
| <ul style="list-style-type: none">• Wednesday 30 June 2027 | Payment for July 2027 |
| <ul style="list-style-type: none">• Friday 30 July 2027 | Payment for September 2027 |

Childcare Voucher/Payment schemes that we accept.

The school's Ofsted number – 104076

CARE 4	30679777
CO-OP	85115936
SODEXO	876485
EDENRED	P21133536
COMPUTERSHARE	24591634
FIDELITI	CHA336C
BUSY BEES	104076
HMRC	104076

Childcare Voucher Schemes (see below the ones we accept) – As a school we can only accept notification from the scheme, and not yourselves. Once you have instructed the scheme to make your payment, they should then release a remittance form to me, clearly showing the date, you have requested payment to be released. Providing this shows the Payment due date, or a date earlier, we will accept this as confirmation of your payment. Should this be sent to us showing a date after the payment due date, you will incur a late payment charge. Any queries, you would need to take up with your scheme.

ParentPay – You will need to ensure your full payment has been paid on or before the payment due date, to prevent late payment charges being applied.

College/University Payments - Please contact Mrs Chakmak at the time of your booking if this is an option to you.

Barcode Letter – If you wish to request a barcode letter, you must ensure you request the letter 4 days prior to the payment due date and make payment within this time. This will ensure your payment is received on or before the Payment due date to prevent late charges. Always keep your receipt in case of any disputes.

HMRC Payments – It is the Parent/Carers responsibility to provide the school with an email to s12orchards@olton.solihull.sch.uk each month with the full name of your child, the reference number, the exact amount, and the date you have asked them to release the funds to the school. HMRC do not provide the school with any information, therefore we rely on you to provide this to us. Once an email is received, we can then verify this on the HMRC site. Providing they show the funds were released to us on or before the payment due date we can accept this. Any late payments would incur a late payment fee. Please note, as a school we are not responsible for how and when you request your payments. Any queries regarding payments made by HMRC on your behalf should be taken up with them.

HMRC only deal with payments Monday to Friday, and not at weekends or bank holidays.

Additional information from the HMRC Website

If a request for payment is received from you to them prior to 2.30pm they do say they will try and release the payment to us on the same working day. However, this is not guaranteed. If the request for payment is received from you to them after 2.30pm, it should be released to us on the next working day but again clarification would need to be obtained between you and HMRC. Payments will only be released on a Working day, Monday to Friday. Therefore, please ensure you are aware of when they are releasing the funds as it could incur a late payment charge.

If your payment is not released/paid in full as above, a late payment charge will be applied.

Cancellation Notice Period - Standard bookings.

This is 4 weeks written paid notice. You are required to provide this in writing (email acceptable) and will be accepted from the date Mrs Chakmak receives this, providing it is during term time. If this is sent outside of term time, it will be accepted from the first day we return to school. If school is closed (half term/term time holidays) this does not form part of the 4 weeks paid notice. We can only accept the 4 weeks paid notice for actual paid bookings. If you do not wish your child to attend sessions during the 4 weeks paid notice, please let Mrs Chakmak know to amend the system and the register, but they would remain chargeable.

Please ensure if your child is leaving Olton Primary School, and they attend the Wraparound provision, you would still need to provide us with 4 weeks written paid notice.

Cancellation Notice period-Adhoc bookings

No refunds will be issued, or credits applied for cancellation of an ad hoc booking.

Late Payment charges

If a late payment charge has been added to your account, this will need to be paid within 48 hours of notification via ParentPay only. Should the payment remain outstanding after this period, your child's sessions may be removed until paid. Please note, the removal of sessions would remain chargeable.

All payment due dates can be found on the Invoice/School Website/Club Prospectus/and the reminder email that is sent out each month.

We will not accept future bookings if there are arrears outstanding on the account, which includes the late payment fee.

Any outstanding payment will be passed to Solihull Council Debt Department

Late Collection charges

If your child is not collected at the end of their agreed paid session, (signed out by 4.30pm or 6pm) you will incur a charge of £5.00 up to the first 10 minutes, followed by £5.00 every 5 minutes after.

If we cancel your session/s due to non-payment, you will still be liable for any outstanding payments recorded on your account. This applies even if your child did/does not attend.

External Clubs- Dance, Football, Cookery or Gym etc

If your child is attending an External club for a period of time, whilst still remaining on the Before and after club register, parent/carers must email s12orchards@olton.solihull.sch.uk to inform staff in order for registers to be correct. This supports our Safeguarding Policy.

External clubs only hire our facility to run their own club/s therefore as a school we are not responsible for when External clubs send out letters advertising their club or start dates within school term time. If your child is already booked into Orchards, and you later require them to be removed due to attending an External Club, you will still be liable for the 4 weeks paid notice.

CANCELLATION POLICY

1. As you have entered a secured contract with Olton Primary School, should you wish to amend /cancel the agreed contract/booking we require **4 weeks written paid notice**. This does not affect sessions as they always remain chargeable. Please email s12orchards@olton.solihull.sch.uk.
2. If we accept an ad hoc booking from you, and you later wish to cancel, this needs to be put in writing (email acceptable). No refund/credit/transfer would apply.
3. If your Booking has been accepted, and you then later decide to withdraw your child from club, without providing the correct notice period, any outstanding debts, including charges will be sent to Solihull Metropolitan Borough Council Debt Enforcement Team.
4. If you wish to amend/cancel your contract/booking outside of school term time, you will need to pay any existing outstanding Invoice on your account. You can still email your revised details to s12orchards@olton.solihull.sch.uk, but this will not be actioned until school re-opens and will be liable to 4 weeks paid notice.
5. If an invoice has been created on your account, and this is not paid by the payment due date, we will remove the session/s from the booking, but you will still be liable for the outstanding invoice/charges which would form part of the 4 weeks paid notice period that is required.
6. If your child leaves Olton Primary School during a paid month, you will still be required to provide the 4 weeks written paid notice.
7. If your child is unable to attend their session for any reason, a few examples are listed, illness/medical appointment/playdate/PTA events/Parents' Evenings/Fundraising events/attending an after school external club/Holidays/School residential trips/school trips/representing school at an event or a Parent or Carer just wishing to pick the child up from school, the charge will still be applicable. **This list is not an exhaustive list.**
8. If you request an amendment to a session/not a booking, you will still be charged.
9. Should a credit be held on your account, you must use this prior to your child leaving Olton Primary School as no refunds will be issued.
10. A 50% credit will only be applied should the school need to close for unforeseen circumstances.
11. All communication received, will be responded to within 48 hours – Monday to Friday **during school term time only.**
12. If you are experiencing financial difficulties, please contact the School Business Manager to discuss the matter in confidence. All cases will be assessed on an individual basis and subject to the school's discretion.

Before/After School/End of day/Collection from Club procedures

Before School Club

Parents/Carers **MUST** accompany their child into Club and hand their child over to the Designated Lead. This is to support our safeguarding procedures. You will then be asked to sign your child in via the Club register. Please use the pathways and not the carpark to arrive at Club.

After School Club

Parents/Carers **MUST** collect their child from Club and sign their child out via the Club register. This is to support our safeguarding procedures when releasing children from our care. Please do not take your child from Club, until you have signed them off-site. Please use the pathways and not the carpark to leave the Club.

End of day between School and Club

In the event of a registered child booked into Club, that cannot be located, the Club Manager will initiate the following procedures:

1. The Office/Class Teacher will be contacted to determine whether the child has been in school that day or has left early.
2. A search will be conducted (classrooms, cloakroom, corridor, toilets, after school Clubs) to determine whether the child can be found on the premises.
3. The child's parents will be contacted to enquire whether other arrangements have been made, and Club has not been informed of this.
4. The Police will be informed if the above steps fail to determine the whereabouts of the child.

Collection from Club

Club wishes to ensure Olton Primary provides a safe and secure environment for all children attending. Parents and Carers must inform Club of all persons who will be collecting their child. For added security a password is required before a child can leave Club. Only those persons nominated by the parent/carer will be allowed to collect the child. **If a person under 16 is collecting a child, parents must give written permission. No child under the age of 14 can collect.**

When children are collected, the person collecting must sign the register and the time will be recorded. If you collect your child prior to his/her allotted time, he/she must be taken immediately from the premises as non-members of staff are not permitted to stay and participate. Please allow staff time to collect your child and belongings once you have arrived. If your child has been signed out, please note you are not permitted to return your child back to Club on that given day.

Club closes at 6pm. If a child is continually being picked up late, after the time he/she is booked in Club, it could result in the child no longer being able to attend and the Head Teacher/Deputy Head may contact you to discuss the issue. Please note, late charges will apply for late collection. In an emergency, if you know you are going to be late, please contact the Club Manager on the number provided on Page 3.

If children are not collected by 6pm and parents cannot be contacted the police and or Children's Services will be contacted.

PARTNERSHIP WITH PARENTS/CARERS

We value our relationship with Parents/Carers and are committed to working in partnership with them to provide top quality play and care for their children.

We will:

- Always welcome them to discuss our work, or any concerns.
- Keep them informed of opening times, fees and charges, programmes of activities and procedures.
- Be consistent and reliable to enable them to plan with confidence and peace of mind.
- Share and discuss their child's achievements, experiences, progress, and friendships.
- Listen to their views and concerns to ensure that we continue to meet their needs.
- Fielders and Orchards reserve the right not to accept any child into the club whose behaviour does not meet the standard. A fixed term or permanent exclusion may be applied. Fixed term exclusions will still incur costs.

All school policies can be found on the school's website, which Orchards Childcare adhere and follow.