

## Park Hall Academy

Carberry Way, Weston Coyney, ST3 5QU

Telephone: 01782 312384

Attendance Line: 01782 342521

Email: [parkhall@parkhallprimary.org.uk](mailto:parkhall@parkhallprimary.org.uk)

Principal: Mrs G. Frost

*Continuing The Learning Journey Together*



# Footprints

Extending and Enriching Your Child's Learning Journey

Thank you for choosing Footprints. We are really looking forward to working with you and being a part of your child's learning journey. We value the positive partnerships that we have with our parents and carers. We are here to ensure that your child enjoys every minute of their time at Footprints.

Please read the information below, which we hope will provide you with all the information that you require. If you have any further questions or would like any other information Mrs Boulton will be your first point of contact and will be able to help and assist you with any queries you may have.

### General Information:

- Footprints aim to extend and enrich your child's learning journey at Park Hall Academy from 7am until 6pm every day. We aim to provide the highest quality care, ensuring that all children are excited and engaged by the opportunities and activities on offer.
- **Bookings and payments must be made by midnight on the Thursday prior to the following Monday. No bookings after this time will be accepted.** Footprints staff need to know in advance the required days of service. This is to ensure staffing is adequate in order to safeguard our children. If your child requires the same days every week you can book up to a month in advance.
- Staff will communicate efficiently with parents/carers and teachers as we are all part of the Park Hall Family, here to support each and every child.
- If you need to contact Footprints, please speak to Mrs Boulton. Please telephone 07922 111815 during Footprints operational hours or contact the school office on 01782 312384 during the school day. You can email Footprints at any time. Our email address is: [footprints@parkhallacademy.co.uk](mailto:footprints@parkhallacademy.co.uk)



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### Safeguarding:

- Fully qualified staff will provide a safe and friendly environment for all children
- Children will need to be signed in and out of the club by an authorised adult
- In order to safeguard children, we will not allow a child to leave Footprints with an adult that we are unfamiliar with. If another adult is collecting your child, you **MUST** inform the care club staff.
- To ensure consistency, children will follow the same behaviour expectation as in school. Where staff have any concerns about a child who may be presenting difficulties following our expectations, staff will inform parents and carers in order that parents can work in partnership with Footprints staff, supporting each other to help your child. (Please see Behaviour Pyramid). Footprints aim to provide a fun and family atmosphere and involve children in decision making throughout the sessions.
- Footprints will provide breakfast between 7.45am and 8.15am and an afternoon snack between 4.20pm and 5.00pm. If you are aware of any allergies that your child may have or may develop during their time at Footprints, you **MUST** inform the care club staff without delay.
- It is always the parents' responsibility to inform care club staff of any information which may affect the health and wellbeing of their child. This includes medical conditions and any information that may help staff to support your child, for example informing staff of a bereavement or change in family circumstances that may upset a child.
- **Where a child has not been collected by 6pm and Footprints staff have not been contacted to notify that a parent or carer has been delayed the following procedure will apply:**
  1. Staff will attempt to make contact with parents and carers. Staff will telephone emergency contacts in the order in which they are recorded on the Footprints contact details. It is **YOUR** responsibility to ensure that these details are always kept up to date.
  2. Messages will be left if it has not been possible to speak directly with the parent/carer.
  3. If it has not been possible to make contact with the parent by 6.15pm, the care club leader will contact social care for advice.
  4. Please be aware that a £10 late charge **WILL** be applied for any late collection after 6pm.



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### Bookings:

- Bookings and payments must be made by midnight on the Thursday prior to the following Monday. No bookings after this time will be accepted. Footprints staff need to know in advance the required days of service. This is to ensure staffing is adequate in order to safeguard our children. If your child requires the same days every week you can book up to a month in advance.

### Payments:

- We use Parent Pay to manage bookings for Footprints. We are unable to accept any other forms of payment.
- We do accept Child Care Vouchers, however, parents should contact Footprints to ensure that Footprints are registered with your provider. Voucher payments cannot be made through Parent Pay. If you pay with vouchers please complete the booking form available from Footprints. **Bookings must be made by midnight on the Thursday prior to the Monday of the following week.** No bookings after this time will be accepted. In the event of absence due to illness or being sent home during the school day voucher funds will roll over to the following week.
- It is our expectation that parents **MUST book and pay for the provision that they require by midnight on the Thursday prior to the following Monday.** No bookings after this time will be accepted. Parents are, of course, free to pay any amount on the Parent Pay account. Please ensure that you have sufficient funds credited on your account to cover at least one week in advance.
- **Non Payment and/or Non advance booking WILL result in places being lost,** so please ensure payments and bookings are kept up to date.
- In cases where a parent has booked part of a session, for example, 3.00pm-4.20pm and the child is not collected until after 4.20pm, parents will be charged for the full session.
- In cases where a parent has booked a full session but collects the child before the end of the part session, the fee for the full session will still apply as staffing will have been appropriately arranged to cover pupil numbers.

### Cancellations:

- If your slot is cancelled due to illness, where your child has not attended school for that day or has been sent home during the school day due to illness, there will be **NO**



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**REFUND**, but the funds will carry over to the following week and credited to your account.

- No refund/carry forward of funds will be given for any other reason. Therefore, it is vital that you book your required sessions correctly. This is due to the fact that staffing will have been organised to accommodate the numbers of children booked in for that week.

Please complete and return the acknowledgement slip below to indicate that you agree to and accept the above terms and conditions.

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I agree and accept the terms and conditions for Footprints.



Parent Name (Print) \_\_\_\_\_ Signed \_\_\_\_\_

Date \_\_\_\_\_

My child's name \_\_\_\_\_ in class \_\_\_\_\_

Second child's name \_\_\_\_\_ in class \_\_\_\_\_

Third child's name \_\_\_\_\_ in class \_\_\_\_\_

