

# Wrap Around Care – Twilight Club Terms and Conditions



**Effective from September 2026**

**Application deadline for September places: Friday 3rd July 2026**

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## Booking Requests

- Please only book the days required (first choice only). Do not include second choices.
- If the first choice is unavailable, we will contact to offer alternative options before progressing down the applicant list.

## Allocation of Places

Places will be allocated in the following priority order:

1. Previously registered Herne pupils – children of service personnel
2. All other previously registered Herne pupils (including those on the waiting list)
3. Siblings of previously registered Herne pupils
4. New Year 3 pupils
5. New applications from other year groups (in priority order: Years 4, 5, then 6)

## Session Fees

- Two session options are available:
  - Until **5:00pm** – £9
  - Until **6:00pm** – £13 (*Fridays operate until 5:00pm only*)
- A **late collection fee of £5** will be charged if a child is collected after their booked session end time.
- If a child attends without a booking, a **£20 charge** will apply. This must be paid before future bookings can be made.

## Booking Procedure

We operate a **hybrid booking model**, allowing flexibility while maintaining reserved days:

- You may book sessions for your reserved days:
  - From as late **the previous evening (but we recommend a week in advance)**.
  - Up to a **full half-term** in advance, once sessions are published on ParentPay.
- If your child does not require a session (e.g. appointments, playdates), you do not need to book that date.
- As with other childcare providers:
  - Booked sessions are chargeable even if your child does not attend.
  - No refunds will be issued.
- If no booking is made, your child will not be expected.
- If your child is booked but does not attend, you will be contacted for safeguarding reasons.
- If your child attends without a booking, additional charges apply (see Fees section)

## Payments

- All bookings and financial administration are managed via **ParentPay**.
- Payments must be made **in advance** using:
  - Debit/credit card.
  - Bank transfer
  - Childcare vouchers (Childcare voucher payments can take **approximately one week** to be received via Hampshire County Council).
  - Please ensure payments are made in good time to keep your account in credit.
  - The school will no longer offer a grace period or make bookings on your behalf.
  - Once received, payments will be credited to your account.
  - **Note:** No staff will be available over school holidays to process credits
- Bookings can only be made if:
  - Your account is in credit, or
  - Payment is made at the time of booking.

## Cancellations and Changes

- Booked sessions are **non-refundable** unless:
  - There are exceptional circumstances, **and**
  - The cancellation is processed through the school office.

## Additional Sessions

- Additional (occasional) sessions may be booked via ParentPay **if spaces are available**.
- These should **not be booked more than one week in advance**, to allow priority access for regular attendees.

## Attendance and Place Retention

- Please inform us if you no longer require your allocated place so it can be offered to another child. Please give 4 weeks notice.
- **Non-attendance for four consecutive weeks may result in the loss of your reserved place.**

## Behaviour Expectations

- During the school day, we expect all pupils to demonstrate positive behaviour in line with our Good Behaviour Policy and our Harmony values of Respect, Collaboration, Enjoyment, Honesty, Motivation, and Independence.
- Any behaviour considered unkind, dishonest, or unsafe will be addressed using a restorative approach.
- Low-level behaviour incidents are recorded during sessions and reviewed regularly. If a child's behaviour results in an entry being made and is considered a concern, parents or carers will be verbally informed at collection.
- Where a pattern of behaviour is identified, staff will work proactively to:
  - Support the child.
  - Identify triggers.
  - Suggest strategies to prevent recurrence.
- Staff also have a range of **calming and supportive activities** available to help children who may feel dysregulated and require time to settle.

- Teachers liaise closely with Wraparound Care staff, sharing relevant information and strategies to ensure a **consistent approach**.

## **Serious incidents (or repeated concerning patterns of behaviour)**

In the event of a serious incident (e.g. bullying, violence, or damage to property or others):

- A **Concern Form** will be completed during the session.
- This will be discussed with the parent or carer at collection.
- A copy of the form will be provided.
- A parent or carer may be contacted by phone during the session. If another adult collects the child, the form will be emailed to the parent/carer.
- Where a Concern Form is used, the pupil's class teacher will also be informed to ensure consistency in support.
- Copies of relevant forms will be included within the **Terms and Conditions** issued upon offer of a place.

## **Ongoing behavioural concerns**

If a child's behaviour becomes a concern for their own safety or the safety and enjoyment of others:

- A letter will be sent to parents/carers.
- Parents/carers may be invited to a **meeting** with the **Headteacher**.

The **purpose of this meeting** is to:

- Review the situation.
- Agree additional support strategies in partnership with parents/carers.
- Examples of strategies may include: A personalised self-regulation resource, Access to a named adult for support.

These strategies will be reviewed after two weeks (where safe and appropriate), and parents/carers will receive a copy of the review.

If, after all strategies have been explored, there is **insufficient improvement**, the Headteacher reserves the right to withdraw the place, with notice given where appropriate and safe to do so.

## **SEND (Special Educational Needs and Disabilities)**

The Wraparound Care provision, particularly Twilight Club, aims to support working families and meet community needs while ensuring that children are supported in a way that promotes their wellbeing and safety. We are committed to being as **inclusive as possible**. However, due to the nature of the provision (including unstructured free time and a longer school day), it may not always be suitable for every child. For example:

- Pupils on a reduced timetable
- Pupils who may experience sensory overload in this environment

Each child's needs will be considered individually. Where appropriate:

- Staff will liaise with teaching staff.
- Provision may be adapted in line with any existing risk assessments.