



## **The Phoenix Club – Parents' Guide**

The Winchcombe School  
Maple Crescent  
Newbury  
Berkshire  
RG14 1LN

Email: phoenix@winchcombe.w-berks.sch.uk – for enquiries and bookings

Telephone (to report absence and emergencies):

From 8:00 am and 8:40am, and after 4:00 pm call 01635 232782

From 8:40 am to 4.00pm call The Winchcombe School main number: 01635 232780 and the office will pass on your message to the club manager

### **What are we?**

The Phoenix Club provides a fun and safe place to play or do homework quietly before and after school. We are open from 8.00am to 8.45am and after school from 3.15pm to 6.00pm.

### **Who are we?**

The Winchcombe School Governing Body has overall responsibility for the club.

**Head teacher of The Winchcombe School** – Mr M Percy

**Manager** – Sharon Frost CACHE Level 3 Diploma: Play worker

**Finance Officer** – Mrs H Skinner

### **Where are we?**

The club is located at The Winchcombe School. The entrance gate is signposted and is adjacent to the school car park. We have a purpose-built room for the club and separate outside space. In addition, the club makes use of the school's facilities (the dining hall and main school hall) for activities such as multi-skills, which are led by the club's staff.

**When is it open?**

The club is open during term time from 8.00am to 8.45am and after school from 3.15pm to 6.00pm. Places can be booked through the club manager via email: [phoenix@winchcombe.w-berks.sch.uk](mailto:phoenix@winchcombe.w-berks.sch.uk). You will be asked to complete a registration form for first time bookings.

**Will my child be offered a snack?**

The club is committed to providing healthy, nutritious and tasty food during after school sessions. Our school kitchen provides a freshly made snack after school such as sandwiches, rolls, wraps, pasta, pizza or baked snacks. Fresh drinking water is available at all times. We see snack time as an important part of the club's session as it represents a social time for children and promotes healthy eating. Breakfast is also provided for those who attend before school sessions.

**What does it cost?**

Session	First child	Siblings
Before school 8.00 am to 8.45 am	£3.00	£2.70
After school 3.15pm to 6.00pm	£8.00	£7.20
Before and after school	£10.00	£9.00

**When do I pay?**

Fees are payable monthly in arrears i.e.; you will be charged for sessions attended during the previous month. Please make payment promptly on receipt of invoice. We are registered with Gov.uk tax free childcare, we accept childcare vouchers or you may pay direct to our bank account. Our bank account details are included on your monthly invoice. If you do pay via online banking or vouchers do ensure you provide your child's name as a reference so we can identify the payment.

**Late payment of fees**

If you are having difficulty in paying fees or you are going to be late in making payment, please talk to Mrs Skinner, Finance Officer. If fees are not paid, we reserve the right to cancel your child/children's place at the club.

**Who can use the Phoenix Club?**

The Club is open to pupils of The Winchcombe School from Foundation Stage to Year 6. The club is not available to nursery/Acorns class.

**What are the rules?**

Please refer to The Winchcombe School's Behaviour Policy.

## **Can I get more involved?**

All parents are welcome at The Phoenix Club to discuss their child's needs.

## **Complaints**

We welcome feedback from parents on all matters concerning the children's welfare and enjoyment of the Club. Sharon Frost, the club's manager who will be willing to discuss any problems with you and remedy the situation, deals with all complaints initially.

Please see The Winchcombe School's Complaints Policy for more details.

## **What happens if my child is ill?**

If your child becomes ill during the session, the child's parent/carer will be contacted and advised of the need for the child to be collected. If the parent/carer cannot be contacted the named emergency contacts from the registration form will be telephoned.

If no one can be reached, the child's condition will be assessed. If the condition is serious medical assistance will be sought.

In the meantime, the child will be nursed and comforted in the quiet area by a qualified first aider until the parent/medical assistance arrives.

## **What if I am late?**

All parents/carers are asked to provide details of an emergency contact. If you are unable to collect your child/children by 6.00 pm you must:

- Arrange for their collection by a third party by 6.00 pm
- Inform the Phoenix Club of this arrangement.
- A password is required if an arrangement has been made to collect a child by a person not known by Phoenix Club staff.

Please telephone if you are delayed from collecting children by 6.00pm. In the event of a child not being collected we will contact the persons named on the registration form. Two members of staff will stay on site until collection. **The management of the club reserves the right to charge £5.00 per 5 minutes late.**

## **How do I book sessions for my child?**

To book a place for your child/children email: [phoenix@winchcombe.w-berks.sch.uk](mailto:phoenix@winchcombe.w-berks.sch.uk)

You will be asked to complete a registration form and you will receive confirmation of your booking. If you decide to cancel your booking, we request that you let us know as soon as possible.

Parents should be aware that sessions booked but not attended will still be charged ***unless the club is notified of absence.*** This includes non-attendance due to illness, school trips and holidays taken during term time.

We understand that sometimes plans change and you may need to cancel a booked session, we ask that you give us as a minimum of 24 hours notice if you want to cancel a session.

Please email the club: [phoenix@winchcombe.w-berks.sch.uk](mailto:phoenix@winchcombe.w-berks.sch.uk) if you have to cancel a session.

If your child cannot attend due to illness, a school trip or other appointment please contact us by email: [phoenix@winchcombe.w-berks.sch.uk](mailto:phoenix@winchcombe.w-berks.sch.uk) or by telephone on 01635 232782 or leave a message with the school office (even if you have already reported your child as absent from school, please let the office know that your child will not be at Phoenix Club).

### **Occasional Bookings**

You may register with the club, but will only need to use us occasionally. We keep some spaces available for one-off bookings and emergencies. Once registered, you can contact us to enquire if a space is available. Unfortunately, we cannot guarantee a place for occasional bookings and sessions will be allocated on a first come, first served basis.

Please note that last minute bookings are for genuine emergencies only.

The Phoenix Club is registered and inspected by Ofsted and therefore meets the National Standards for Out-of-School Care. Our Ofsted reference number is 135079.

**THE PHOENIX CLUB Registration Form**

**Email:** phoenix@winchcombe.w-berks.sch.uk

**Child's name** .....

**Date of Birth** .....

**Home Address**.....

.....

.....

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**Postcode** .....

**Parents' Details- Invoices to be sent to:**

**Parent's name**.....

**Address** .....

.....

.....

**Post Code**.....

**Email**.....

**Telephone number**.....

**Mobile Phone number**.....

**Telephone number of work place.....**

**2<sup>nd</sup> Contact details**

**Name.....**

**Address .....**

.....

.....

**Post Code.....**

**Email.....**

**Telephone number.....**

**Mobile Phone number.....**

**Telephone number of work place.....**

**Signed.....**

**Print name.....**

**Does your child have any dietary needs/allergies/health issues/special educational needs?**

**Yes/No (please circle)**

**If yes, please specify**

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**Name of the person responsible for collecting your child**

.....

**Relationship to child.....**

.....

**General Information**

**Permission for your child to be photographed at The Phoenix Club**

**I do/do not (please circle) consent to .....**

**..... (name of child) being photographed at the club.**

**Signed..... Date .....**

**When would you like your child to start?**

**Date.....**

**Please tick the sessions you require.**

Monday		Tuesday		Wednesday		Thursday		Friday	
am	pm	am	pm	am	pm	am	pm	am	pm

**Any Further information.....**

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