



The Phoenix Club – Parents’ Guide

The Winchcombe School
Maple Crescent
Newbury
Berkshire
RG14 1LN

Phone: 07789943964 (direct)

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

The Phoenix Club

What are we?

The Phoenix Club provides a fun and safe place to play or do homework quietly before and after school.

Who are we?

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

Head teacher of The Winchcombe School – Mr N Pilsworth

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, in addition, the club makes use of the school’s facilities for activities such as Multi- Skills, drama and dance which are led by the club’s staff or specialised coaches.

When is it open?

The club is open during term time. Places can be booked through the club manager by completing a registration form.

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 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 not currently available due to Covid-19 restrictions.

What does it cost?

Session	First child	Siblings
Before school 8.00 am to 8.45 am	£3.00	£2.70
After school 3.00pm to 5.30pm	£8.00	£7.20
Before and after school	£10.00	£9.00

When do I pay?

Fees are payable monthly on receipt of invoice. Please make payment promptly. We accept cash, cheques, 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. If you pay with cash, please ensure you get a receipt.

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 your child/children cannot continue to use the club.

Who can use the Phoenix Club?

The Club is open to pupils of The Winchcombe School.

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 5.30pm you must:

- Arrange for their collection by a third party by 5.30pm
- 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 5.30pm. 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

You will be asked to complete a registration form and you will receive confirmation of your booking. Parents should be aware that sessions booked but not attended will still be charged. This includes non-attendance due to illness, school trips and holidays taken during term time.

If your child cannot attend due to illness, a school trip or other appointment please contact us by text or telephone on 07789943964 or leave a message with the school office.

If you decide to cancel your booking we request that you let us know as soon as possible.

Waiting List

If there are more children than spaces in the club there will be a waiting list for spaces. We arrange our waiting list by date of enquiry, although we consider siblings of children already using the club. Once registered you will remain on the waiting list until a space is available, if you do not take up the offer of a space within a month, the space will be allocated to the next child on the waiting list.

Occasional Bookings

You may register with the club, but will only need to use us occasionally. We keep some spaces available for 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.

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

(direct no. 07789943964)

Childs name

Date of Birth

Home Address.....

.....

.....

.....

Postcode

Parents' Details- Invoices to be sent to:

Parent's name.....

Address

.....

.....

Post Code.....

Telephone number.....

Mobile Phone number.....

Telephone number of work place.....

2nd Contact details

Name.....

Address

.....

.....

Post Code.....

Telephone number.....

Mobile Phone number.....

Telephone number of work place.....

Signed.....

Print name.....

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

Yes/No (please circle)

If yes, please specify

.....
.....
.....

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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