



**Headteacher: Mrs Helen Southgate MA**

The Bence, Rosemary Lane, Thorpe, Egham, Surrey TW20 8QD

T. 01932 562329 Email. [admin@thorpe.surrey.sch.uk](mailto:admin@thorpe.surrey.sch.uk) Website. [www.thorpe.surrey.sch.uk](http://www.thorpe.surrey.sch.uk) Twitter @thorpecofe



## **Owls Club Information**

Thorpe School's after school club and is open to all of our pupils. Currently the club runs one session commencing at 3pm each day; the standard session ends at 5.30pm. Owls Club children are collected from their classes at 3pm by the club staff and taken to the club which is held in the Rainbow Room for the duration of the session.

All our Owls Club staff are experienced childcare providers and are fully DBS checked. Our aim is to provide fun filled, active and creative after school care within our safe, familiar environment. Our team will encourage the children to participate in the exciting and varied activities organised each day, as well as providing a quiet area for those who wish to complete homework. Owls children are able to take advantage of OPAL Play during the Owls session and a selection of healthy and nutritious snacks will be provided daily.

The Rainbow Room is cleaned as part of the School's cleaning regime. Owls Club will be following the school's strict hygiene policies and children will be expected to adhere to these rules. Please refer to the measures outlined in our Covid-19 Risk Assessment held on the school website which includes measures such as frequent hand washing with soap and water especially before eating and drinking, using "Catch it, bin it , kill it" etc.

## **Staff**

Owls has two Managers who run the club on a job share basis ensuring that one manager is always available and two Play Leaders who work every day.

### **Manager:**

Mrs Lisa Sevier                      Monday to Friday

### **Play Leaders:**

Mrs Susan Elliott

Mrs Carole Dunham Howes

## **Contact Details**

Contact Email: [Owls@thorpe.surrey.sch.uk](mailto:Owls@thorpe.surrey.sch.uk)

## **Fee Schedule**

**Effective 1<sup>st</sup> September 2022**

1. 3.00 – 5.30pm

Pre-booked session: booked by 1pm on the previous day - **£13.50 per session**

On The Day bookings may be made after 1pm on the day before attending up until 2pm on the day of attending however these bookings are charged at an enhanced rate. Bookings made after 1pm on the previous day will be charged at an enhanced rate of **£14.25** no matter how long your child is in the club.





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It is hoped that the lower rate for advanced bookings will encourage booking in advance so that the team can plan resources and food.

2. A late collection fee will apply at a rate of £10 per 15 minutes (or any part thereof) for a late pick up after the end of the session booked
3. Payment **must be made in advance** through the schools online booking system. There is a link to this on the Home Page of the school website – the link is at the top right please click on Owls Club Booking

## **Payment**

Payment must be made in advance to secure your child's place at the club and the booking system will accept debit and credit card payments.

The school accepts childcare vouchers (CCV) and Tax Free Childcare vouchers; if you would like to use this method of payment please provide sufficient notice to enable Thorpe School to register with your provider. Once the school has received the funds into the bank the CCV credit will be applied to your account on the booking system. Until the credit has been applied you will not be able to use this to pay for sessions and will have to pay by credit or debit card to secure your sessions.

## **Registration and Booking Sessions**

In order to book any sessions parents/carers must register the child. This process should take no longer than 15 minutes. Click on the link on the school's Home Page to do this; the information required is:

1. Parent/carer and child's name and address
2. Telephone number
3. Date of birth
4. Language spoken
5. Who has responsibility for the child
6. Who the child lives with
7. Details of any religious needs to be provided for
8. Emergency contact details
9. GP contact details
10. Details of any medicines or medical needs that the child has
11. Details of any allergies
12. Details of any additional needs that the child has
13. Details of person/s who will collect the child from the club

It should be noted that although the system does allow steps to be skipped until later the system will not allow bookings to be made until the information has been provided.

## **Consents**

Prior to booking parents/carers will be asked to give or refuse consent for a number of items such as applying plasters, photographs, watching films etc.





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## **Terms and Conditions**

It is important that parents/carers read and understand the Terms and Conditions prior to registering their child/ren into Owls After School Club. It is the responsibility of parents/carers to ensure that your child/ren understands and abides by the School Behaviour Policy.

By booking your child/ren into Owls After School Club you are agreeing to fully accept and abide by the Terms and Conditions at all times.

### **Bookings**

- All bookings must be made through Magic Bookings – there is a link on the Home Page of the Thorpe School website: <https://www.thorpe.surrey.sch.uk/page/?pid=1&title=Home>
- All bookings are subject to availability on a first come first served basis and Owls Club offers a maximum of 30 places - bookings are not secure until paid for
- Owls is normally open from 3pm to 5.30 pm Monday to Friday during term time only
- Owls will not be open on Statutory Bank Holidays or INSET days – these days are advised on the school website
- The person making the booking accepts the booking conditions on behalf of the account holder
- All sessions must be paid for in advance before a child can attend Owls and our fees are set out in the current “Fee Schedule” found on the school website
- Children will only be accepted into Owls if the booking has been made and paid for in advance
- Owls reserves the right to refuse provision for any child whose account is in arrears e.g. if late collection fees have not been paid
- To secure a booking it must be paid for at time of booking. If paying by Childcare Vouchers/Tax Free Childcare the balance will be added to your Magic Booking account and available to use once notification has been received by the school from the bank that the funds have been paid. Until this money has cleared the person making the booking must pay by credit or debit card to secure their booking
- Regular bookings may be made up to 1pm on the day before attending
- On the day bookings may be made from 1pm on the day before attending up until 2pm on the day of attending; late bookings are charged at an enhanced rate
- Late collection fees will be applied to your account of £10 per 15 minutes (or any part thereof) for a late pick up after the end of the session booked. No further bookings will be allowed until any late collection fees have been settled

### **Cancellation Notice and Charges:**

- It is the account holder’s responsibility to cancel sessions
- Any booked sessions which are not attended for any reason are still charged unless notice of 24 hours is given. Parents/carers must inform Owls by email ([owls@thorpe.surrey.sch.uk](mailto:owls@thorpe.surrey.sch.uk)) if this is the case and the time of the email receipt will be taken as the time that notice was given
- Owls cannot be held responsible for failure to provide provision in circumstances beyond the club’s control or an unexpected shortfall in staff/child ratio
- For those children attending After School clubs we are not able to swap sessions unless the notice of 24 day hours is given
- It is the parents/carers responsibility to inform both Thorpe School and Owls if their child is attending an after school club - this is for safeguarding purposes
- It is the parents/carers responsibility to inform both Thorpe School and Owls of any late cancellations – this is for safeguarding purposes





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## Payments and Overdue Balances

- Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, the balance will be added to your Magic Booking account and available to use once notification has been received by the school from the bank that the funds have been paid to the school bank account
- Having an overdue balance may lead to the termination of your child's place within the club
- Should Thorpe CofE Primary School have to pass any unrecovered fees to an external debt collection agency any fees associated with the debt collection will be passed on to the debtor

## Late Collection Fees:

- A charge of £10 per 15 minutes (or any part thereof) will be applied to all collections made after the session end time. No further bookings will be allowed until these fees have been settled.

## Safeguarding and Welfare:

- If your child does not arrive at a booked Owls session and we have not been advised of their non-attendance by you the parent/carers, we will begin our Missing Child Procedure
- We are committed to safeguarding all the children in our care from harm and abuse
- Owls and Thorpe CofE Primary School are obligated to report any suspected child abuse or neglect to the relevant authorities
- Parents/carers must inform Owls at Thorpe CofE Primary School of any conditions that may affect their child (medical, learning, behavioural, etc.). If full information is not provided, this may result in Owls excluding them from certain activities or if it felt necessary, excluding them from using Owls. In such circumstances no refund or credit will be paid
- Parents/carers must inform the on duty Manager or Play Leader if their child has been in contact with any infectious diseases or outbreak of head infestations e.g. Head Lice
- The Owls Manager reserves the right to request the removal of a child from the club on medical or health grounds where necessary

## Medication:

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

- Permission to Administer medication: please complete the **three part** Pupil Medication Request form available from Owls
- Parents and carers need to supply medication to be used at Owls After School Club. This must be in the original packaging including dosage instructions - Owls does not have access to any medication stored in school

**Please note: If the above is not in place, your child will not be able to attend the session**

## Collecting:

- Children can only be collected by an authorised collector – Collectors details must be added onto the Owls booking system
- No one under the age of 16 is permitted to collect





# Owls at Thorpe Church of England Primary School

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## **Babysitting:**

- Any babysitting/care arrangement between parents/carers and Owls or Thorpe CofE Primary School staff is entirely separate from any agreement with Owls or Thorpe CofE Primary School. Neither Owls nor Thorpe CofE Primary School take responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the School's Disciplinary Procedure

## **Exclusion:**

- Owls at Thorpe CofE Primary School, reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent/carer and no refund/credit will be available

## **Forced Closures:**

- If Owls or Thorpe CofE Primary School is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health then parents/carers will not incur fees for the sessions missed

## **Photography:**

- Owls and Thorpe CofE Primary School occasionally take photographs and videos which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date

## **Complaints:**

- If you are not entirely satisfied with the services we provide, we would appreciate feedback to [owls@thorpe.surrey.sch.uk](mailto:owls@thorpe.surrey.sch.uk) this will be passed on to the Headteacher who has responsibility for this club. If you feel the complaint outcome is insufficient, or would like to escalate your grievance further, please email [admin@thorpe.surrey.sch.uk](mailto:admin@thorpe.surrey.sch.uk) and this will be forwarded to The Chair of Governors. Should you still feel that the outcome is insufficient then follow the procedure set out on the complaints page of the school website

## **Liability:**

- Neither Owls nor Thorpe CofE Primary School take responsibility for any items that are lost/stolen or damaged at the club

## **Clothing and Lost Property:**

- On request, Owls and Thorpe CofE Primary School will endeavour to return items that can be identified; all items of clothing should be clearly marked with the child's name. Unclaimed Owls lost property will be distributed to local charities at the end of each half term
- All articles left at Owls are at the owner's risk and the Club cannot take responsibility for any items left
- During the course of Owl's activities clothing may become soiled. The Club cannot accept responsibility for any damage to or soiling of clothing – protective aprons will be provided for messy play





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## **Parent/Carer Abuse of staff:**

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of your contract with the club and your child will no longer be admitted – no refunds will be given. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened

## **Data Protection:**

- Owls and Thorpe CofE Primary School collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required
- For Owls and Thorpe CofE Primary School policies and procedures, please visit: <https://www.thorpe.surrey.sch.uk/>
- Parents/carers must agree to the terms and conditions of our booking system to book with us