

# Parent Guide - Team Hordle's Den

## *A guide to using our Breakfast and After School Clubs (wrap around care).*



Dear Parent/Guardian,

We are delighted to advise parents/guardians that the school offers wrap around care with **The Den Breakfast and After School Clubs**.

In this booklet you will find all the information you need to know about how The Den runs, including the available sessions, pricing, contacts and payment information.

We very much look forward to working with you and your child. We are passionate about the care we provide for our children and we are proud to say that The Den reflects our school values of excellence, love and opportunity for all.

Kind regards,

A handwritten signature in black ink, appearing to read 'Louise Trim'.

**Louise Trim**  
**Headteacher**

# Session Information

The Den offers a range of flexible sessions which we hope will suit our families. Nursery children are welcome from 2 years old and all school-aged children are invited to attend.

Sessions available are:

Session Type	Session Timing	Year R	Year 1 - 6
Breakfast Club	8:00am - 8:45am*	£5.40	£4.15
Full After School Club	3:30pm - 5:30pm	£12.50	£11.00
Short After School Club	3:30pm - 5:00pm	£9.50	£8.25
Hub+ Late <i>(only available for 5+)</i>	4:30pm - 5:30pm	N/A	£6.00
Hub+ Early <i>(only available for 5+)</i>	4:30pm - 5:00pm	N/A	£3.00

*\*Children are taken to their classroom in time for registration.*

## Who runs the club?

Both Breakfast Club and After School Club are run by staff members of Team Hordle.

The Den team are extremely passionate about creating a club that is a great place to play, have fun and relax. The team keep in regular contact with parents about how your child/ren is getting on at the club, what activities they have been up to and we post regular updates on our Facebook page!

## Breakfast Club

### Drop Off

Drop off for Breakfast Club is via the main school gates. YR-6 Breakfast Club takes place in the main school hall. All children are to be walked into Breakfast Club by a parent/guardian.

HEN Breakfast Club (for nursery children) takes place in the HEN classroom. For HEN Breakfast Club, please ring the doorbell where a member of the team will be able to come and meet you/your child.

## Ordering Breakfast

Children are invited to choose their own breakfast options from the menu.

Example Breakfast Club food items:

Fresh Juice (Orange or Apple)

Fresh Milk

Cereal (including varieties such as malted wheats, cheerios, rice pops, cornflakes or weetabix)

Toast (with variety of spreads including jam, honey or marmite)

Yoghurt

Fresh Fruit

All children have the opportunity to play and for Year R - Year 6 children, time outdoors before all being taken to class for 8:45am.

# The Den After School Club

## After School Club

We run 2 separate clubs for After School Club:

- 1) Early Years Den - this After School Club is run for our nursery and Year R (Reception) children.
- 2) Year 1-6

Children will be escorted from their classrooms (or from their Hub club should they be attending a Hordle Hub Club first) and will be taken to The Den.

# Collecting Your Child from Den

All children should be collected via the main school gate. Upon arrival to collect from either club, please call the Den team on **07731 487203** to advise of your arrival and your child will be brought out to meet you.

Please note that with so many children attending, and parents arriving to collect at different times, it is impossible to say where the team will be at your arrival time. We appreciate your patience in allowing us sufficient time to collect your child's belongings and get them out to you as promptly as possible. We kindly therefore recommend calling us before arriving at the gate if you need to collect your child promptly so that we can ensure they are ready for you.

For the safeguarding of our children, it is essential that we have up to date information on who can collect your child. Please ensure you complete a pick up protocol form for school stating who has permission to collect your child and advise if there are any changes to this at any time.

If you wish to make any changes to the adult collecting your child, you must inform the School Office before 2pm. This information will be passed on to The Den team.

We fully appreciate that sometimes last minute changes occur—if this is the case, please contact The Den team directly via The Den mobile number: **07731 487203**.

Your child will not be released to a person not on the pick up protocol unless advance notice has been given to the School Office or in person/via telephone call to the Club Leader.

It is very important that you keep us up to date with any changes to your contact details, please direct these changes to the school office via email: [adminoffice@hordle.hants.sch.uk](mailto:adminoffice@hordle.hants.sch.uk)

## How to Book

All wrap around care sessions are to be booked via your child's Arbor account. We recommend using the Arbor webpage, rather than the Arbor Parent App as you may find this easier to navigate.

We would recommend booking as far in advance as possible as spaces fill quickly. For ad-hoc last minute bookings (on the day, or the day before) or for any Breakfast Club/After School Club queries, please call the school office on 01425 611657 or email [den@hordleprimary.co.uk](mailto:den@hordleprimary.co.uk).

Last minute, on the day bookings (less than 24 hours notice) are only taken by phone, please do not email as your request may not be seen in time. We request the following notice:

- **Breakfast Club:** Bookings can be placed up to 4pm the day before
- **After School Club:** Bookings will be taken up until 2pm on the day of use, subject to availability.

You are able to book wrap around childcare sessions in advance but **payment must be received for each session before your child attends.**

Any bookings for nursery children are managed separately and must be booked termly in advance, directly with the nursery team: [hen@hordleprimary.co.uk](mailto:hen@hordleprimary.co.uk).

## Payment Information

All bookings for school children (Year R to Year 6) can be made directly via your child's Arbor account. For bookings for nursery children please speak to a member of the nursery team. Nursery bookings for both clubs must be made termly. Ad-hoc bookings will be taken (subject to availability) but cannot be claimed within EYE Funded hours.

Payment must be made in advance for all sessions. For on the day bookings please call the school office on 01425 611657.

As with all other school-based clubs, Hordle CE (VA) Primary School has a cashless policy and therefore, payments must be made by one of the following methods:

**Arbor**

Please use your Arbor account to select the sessions you wish to book and to make payment

**Or Childcare Vouchers**

We are delighted to advise that The Den welcomes payment via Childcare Vouchers. Please speak to Mrs Woodford in the School Office for further information. Please use the reference 5206D and your surname as reference

**Or Tax Free Childcare Scheme**

We are also part of the Government Tax Free Childcare scheme – for further information visit <https://www.gov.uk/tax-free-childcare> or speak to Mrs Woodford for further information. Please note we MUST receive your unique TFC code before you make any payments.

**Payments and late fees – important notice**

Please remember that we are not a business and as a school we are not permitted to allow debts to accrue and therefore payment for all sessions must be made in advance. Ad-hoc sessions must also be paid before your child attends the session.

If debts exceed £10 on your child's account, we may have no option but to refuse bookings at Breakfast and After School clubs until accounts are settled.

Weekly emails are sent to advise of any outstanding balances but please can we remind parents that it is your responsibility to check your child's account and update payments accordingly.

We will always listen to individual parents if advance payments half termly is difficult to achieve. If you are experiencing financial difficulty and wish to discuss a payment plan for any costs relating to school, please request a confidential meeting with Mrs Rook, School Business Manager.

We understand that not everyone has a tablet, smartphone or desktop computer, therefore an iPad will be made available upon request for people to use for online payments – you will just need to have your debit card to hand.

Please note that a fee of £2.50 will apply for every 15 minutes (or part thereof) for late collection. If you incur a late fee, an email will be sent to confirm the amount and payment will be due via Arbor within 5 days.

# Snack Time at The Den

Your child will be provided a healthy snack each day and this will vary so that your child does not have the same snack every day. Please ensure your child also has a named bottle of water with them as they do during the usual school day.

## Example snack rota:

Fruit – banana, apple, mango, blueberries, strawberries, melon

Veg and fruit – peppers, carrots, cucumber, apples, bananas, pineapple & more

Bakery – wraps, bread, crackers, bagels, thins, malt loaf

	Week 1	Week 2	Week 3	Week 4
Monday	Fruit platter Toast & spread	Ham, veg sticks, cream cheese Toast	Fruit, yogurt, Crackers & cheese	Cheese cubes, veg sticks & dips Wraps/crackers
Tuesday	Cheese cubes, veg sticks & dips Wraps/crackers	Fruit, yogurt, cereal Crackers & cheese	Ham, veg sticks, cream cheese Toast	Fruit platter Toast & spread
Wednesday	Ham, veg sticks, cream cheese Toast	Fruit platter Toast & spread	Fruit, yogurt, cereal Crackers & cheese	Fruit, yogurt, cereal Crackers & cheese
Thursday	Fruit, yogurt, cereal Crackers & cheese	Cheese cubes, veg sticks & dips Wraps/crackers	Fruit platter Toast & spread	Ham, veg sticks, cream cheese Toast
Friday	Make your own snack!	Make your own snack!!	Make your own snack!	Make your own snack!

# Medication / Illness

Please ensure you advise the school of any allergies and medical conditions and update us of any changes to this at any time. This can be done via by emailing [adminoffice@hordle.hants.sch.uk](mailto:adminoffice@hordle.hants.sch.uk). The team will tailor snacks to suit your child.

Please be aware that we are a nut-free school.

From time to time, your child may require medication whilst at The Den. If this is the case, please complete the medical consent form in the school office who will hand over this information to the team.

Paracetamol (Calpol) and Chlorphenamine (Piriton) can be administered at After School Club if needed.

If your child is feeling unwell during their time at The Den, we will contact you to advise and seek consent for medicines where required.

## Terms and Conditions

- Payment must be received in advance of your child attending any Den Breakfast or Den After School club sessions. Payment can be made via [Arbor](#) or by making payment via a Childcare Voucher or Tax Free Childcare scheme.
- Children are not permitted to attend until payment has been made.
- Late collections incur a charge of £2.50 per 15 minutes or part thereof and must be paid within 5 days.
- If children are not collected promptly at 3.30pm at the end of the school day, your child will be taken to The Den, where we can ensure your child is fully supervised, and a charge of £2.50 per 15 minutes or part thereof will apply. This must be paid within 5 days. This will also apply for any children attending Hordle Hub Clubs who are not collected promptly at 4.30pm.
- It is the parent/guardians responsibility to advise us of any changes to contact information/medical conditions and pick up information.
- It is the parent/guardians responsibility to inform the school if your child is not attending the club for any reason.
- Cancellation of sessions must be received a minimum of 24 hours before the booked date.
- No refunds are given should your child not require a session that has been booked and not cancelled outside the minimum 24 hour notice period.

## Any Questions?

We hope you enjoy your time at The Den. If you have any questions please do not hesitate to contact us:

The Den  
Hordle CE (VA) Primary School  
Hordle Lane  
Hampshire  
SO41 0FB

Tel: 01425 611657

Email: [theden@hordleprimary.co.uk](mailto:theden@hordleprimary.co.uk)