



**Wyken Croft**  
Primary School

## **Phoenix Club**

***Wyken Croft's Out of School Childcare Provision***

**PROSPECTUS  
2024/25**

## PHOENIX CLUB

At Phoenix Club we aim to offer an outstanding childcare service that meets the needs of not only the children and families of Wyken Croft but also the wider community.

BREAKFAST CLUB - 7.30 am - 8.45 am

AFTER SCHOOL CLUB - 3.15 pm - 4.30/5.00/5.30 pm

HOLIDAY CLUB - 8.00 am - 5.00 pm

The Breakfast Club includes options such as yoghurt, toast, brioche, fruit and a drink  
The After-School Club includes a light snack and a drink

## PHOENIX CLUB STAFF

We are committed to providing you with the very best in quality childcare.

If you have any questions, these are the people to ask: -



Miss Jenna McHugh  
Play Leader



Mrs Emma Perry  
Play Leader



Mrs Tracey Stanton  
Play Leader

They are supported by a fantastic team of Play Workers who are committed and enthusiastic and will encourage your children to participate in all sorts of games and activities while they have fun with new and old friends, gaining new skills and leaving the club having had an exciting and rewarding experience.

## **BOOKINGS**

If you haven't already filled in your Membership Form and detailed the days and times you require your child/ren to attend the club, you need to ASAP and get it back to the club to be processed.

This information will be transferred onto our daily registers and club staff will be expecting your child/ren at the club on those days.

If there are no places available on the day/s you require your name will be placed on a waiting list and you will be notified as soon as one becomes available.

## **CHANGES TO CONTRACT**

If you want to permanently change the days or times of sessions booked you need to inform the Play Leader on duty giving at least one week's notice, in writing. Normal charges will still apply if one week's notice is not given.

If you need additional days and a space is not immediately available your name will go onto the waiting list until a place becomes available.

It is the responsibility of the parent to notify the Play Leader on duty to any changes to their normal booking, whether the changes are permanent or temporary.

## **ATTENDANCE**

If your child/ren will not be attending the Club for any reason on the day they are booked in, including any afterschool club activities or trips, PLAYLEADERS MUST BE TOLD IN ADVANCE to avoid any worry or misunderstandings. Places must still be paid for in full on these occasions unless one week's notice is given then a 50% discount is applied.

If your child is absent due to illness the Club must be notified ASAP before the next session your child is due to attend. Staff will then know not to expect them. Places must be paid for on these occasions. If your child is ill for more than a week a 50% retaining fee will be required for future sessions.

If children are going on holiday during term-time and the parent wishes to keep their regular place at the club, a retaining fee of 50% must be paid for that absence provided at least one week's notice is given.

### **EXTRA CURRICULAR ACTIVITIES**

If your child is attending an afterschool club/trip, please let a Play Leader know if they will be attending Phoenix once the club is finished or if they are going to be collected direct, places will still need to be paid for as normal.

### **HOLIDAY CLUB**

Booking forms will be available 4/5 weeks before each holiday club. The forms will be available on the school website or from Phoenix Club. Please note that Phoenix Club is NOT open on bank holidays, teacher training days and during the Christmas break.

Breakfast and a light afternoon snack will be provided however, parents will need to supply their child/ren with a packed lunch.

Please note that we are unable to reheat food provided.

### **LOSS OR DAMAGE TO PROPERTY**

PHOENIX CLUB cannot be held responsible for loss or damage to children's property. Parents should ensure that children take care of their own personal belongings and mark their name on them where possible.

### **LATE COLLECTIONS/UNCOLLECTED CHILDREN**

If a child has not been collected 5 minutes after their due time Parents will be charged for the late collection to the nearest quarter of an hour. For example, if your child is booked in till 4.30pm and you do not pick them up until 4.40pm you will be charged up until 4.45pm.

In the unlikely event a child has not been collected by 5.45pm and staff have been unable to locate a parent/guardian or emergency contacts, under the conditions of the Children's Act 1989/Care Standards Act 2000, Social Care will be contacted for advice.

The Club closes at 5.30pm term time and 5.00pm holiday club. Parents will be charged £25.00 to cover the additional operational costs incurred plus any extra childcare fees because of late collection after the club has closed.

If this happens three times your place at Phoenix Club will be terminated.

### **TERMINATION OF CONTRACT**

One week's notice in writing is required if a parent wishes to terminate their club membership.

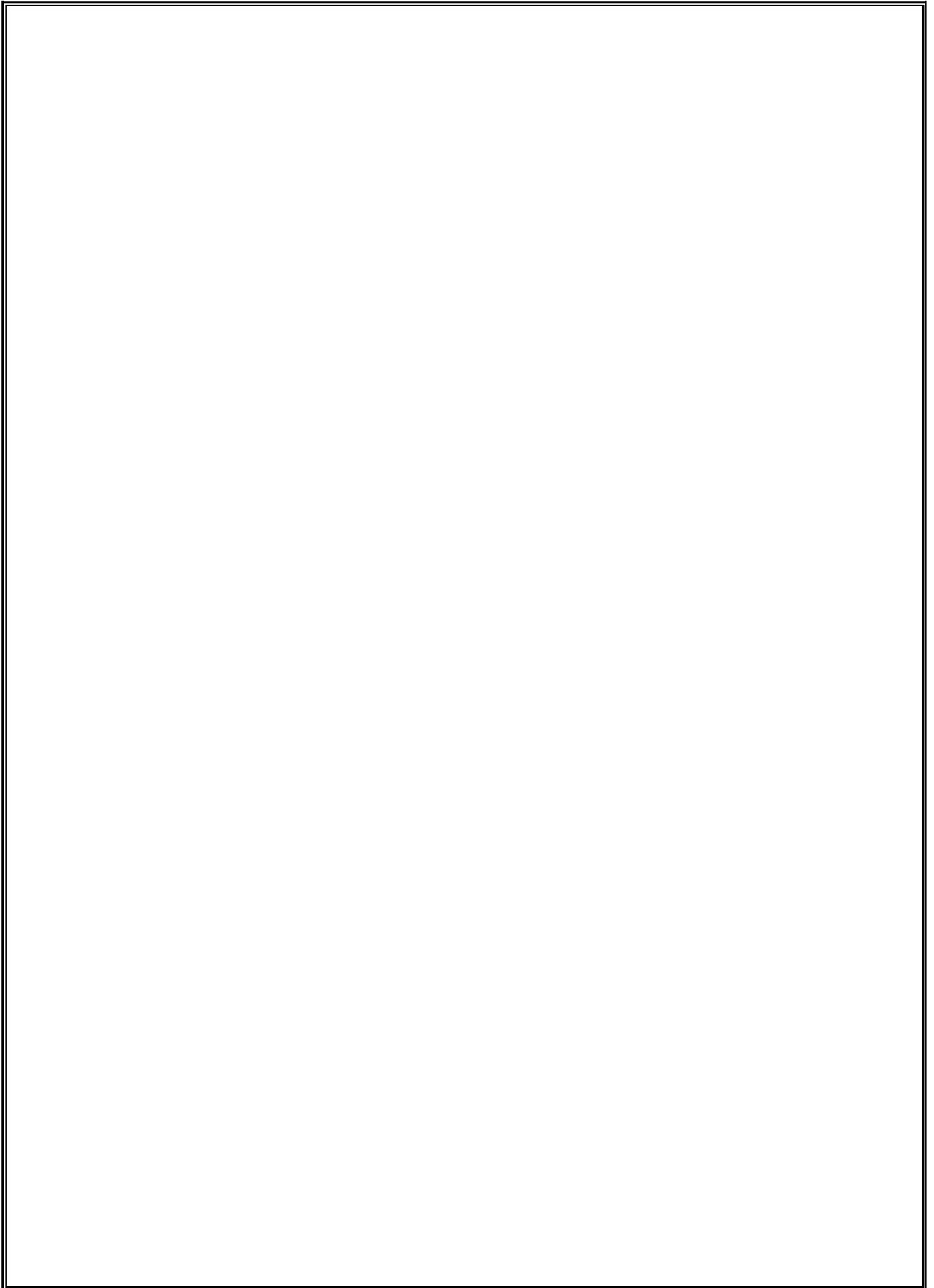
### **HOW TO PAY**

Fees MUST be paid a month in advance. Payments can be made by bank transfer or childcare vouchers. Payments must have cleared by the last working day of each month.

In the case of emergencies/one off sessions, fees must be paid when the child is collected or as soon as possible thereafter.

It is essential that parents recognise the importance of their payment commitment to us.

Late/non-payment of fees will result in your child's place being terminated and steps will be taken to recover outstanding fees.



**PRICE LIST – TERM TIME**

COST - £3.75 per hour

5% Discount for a second child

10% Discount for a third and any subsequent children

The tables below are meant as a guide and include the above discounts

| <b>Session</b>              | <b>1 child per session</b> | <b>2 children per session</b> | <b>3 children per session</b> |
|-----------------------------|----------------------------|-------------------------------|-------------------------------|
| Breakfast Club 7.30-8.45 am | £4.69                      | £9.15                         | £13.37                        |
| Breakfast Club 7.45-8.45 am | £3.75                      | £7.31                         | £10.68                        |
| After School Club - 4.30pm  | £4.69                      | £9.15                         | £13.37                        |
| After School Club - 5.00pm  | £6.56                      | £12.79                        | £18.69                        |
| After School Club – 5.30pm  | £8.44                      | £16.46                        | £24.06                        |

| <b>Session</b>              | <b>1 child full week</b> | <b>2 children full week</b> | <b>3 children full week</b> |
|-----------------------------|--------------------------|-----------------------------|-----------------------------|
| Breakfast Club 7.30-8.45 am | £23.44                   | £45.71                      | £66.81                      |
| Breakfast Club 7.45-8.45 am | £18.75                   | £36.56                      | £53.43                      |
| After School Club - 4.30pm  | £23.44                   | £45.71                      | £66.81                      |
| After School Club - 5.00pm  | £32.81                   | £63.98                      | £93.51                      |
| After School Club – 5.30pm  | £42.19                   | £82.27                      | £120.24                     |

**PRICE LIST - HOLIDAY CLUB**

Holiday Club is charged at £3.75 per hour with a minimum 5-hour charge.

5% Discount for a second child

10% Discount for a third and any subsequent children

### **DROP OFF PROCEDURE**

It is the parents/carer's responsibility to ensure that their child is safely within the club. Phoenix club cannot be held responsible for any child until they are within the club.

### **COLLECTION PROCEDURE**

All children will be collected from their classroom by club staff at the end of the school day.

Children will ONLY be permitted to leave the After-School club with the persons named for collection on the Membership Form. Parents should inform us in writing of any changes to the named person/s, in order that our records are kept up to date and for security purposes. Please note that persons collecting must be aged 14 years or over.



## **POSITIVE BEHAVIOUR**

As parents and carers, we are sure you would expect your children to treat all children and adults with respect and would support and work in partnership with the club in its efforts to reinforce acceptable behaviour.

We aim to ensure everyone has a happy, exciting and rewarding experience at Phoenix Club.

Your child/ren will be expected to behave in line with our Behaviour policy.

If unfortunately, a child does display unreasonable or unacceptable behaviour, then the behaviour policy and stage system will be followed. If unreasonable or unacceptable behaviour continues, then their place at the club may be terminated.

### **Phoenix Club stage system**

Low level behaviour issues will be treated with warnings prior to the stage. The stages are linked at stage 1 and 2 particularly to the school rules. When completing the stage, children should reflect on how they have broken the school rule, how people might feel as a result of this and what they might do differently next time. When a stage is complete, a fresh start is applied.

### **SAFEGUARDING**

Whilst your child is at Phoenix Club we are responsible for their wellbeing. Therefore, if staff are concerned about the welfare of any child who attends the club, appropriate action will be taken. This could mean that the Social Care department may be contacted. Therefore, it is very important that all parents/guardians inform the club staff of any incidents, illness, or medication to prevent any unnecessary upset and misunderstanding.

If you feel you need to discuss this issue, please feel free to discuss it with a Play Leader. The Phoenix Club staff will work closely with the schools designated safeguarding lead to ensure that children are kept safe.

### **PROFESSIONAL ABUSE**

The Club will not tolerate any behaviour of an abusive, threatening or aggressive nature against any member of the school community. Where such behaviour does occur steps may be taken to have the person(s) removed from the school site, either temporarily or permanently and in some cases the person(s) may be prosecuted.

### **MEDICATION**

If medication is required, staff will follow clear procedures set out. Parents are required to complete and sign a medication form detailing the name of medication, dosage to be administered and time due to be taken. Please note we are only able to administer prescribed medication.

It is the parent's responsibility to advise the Play Leader on duty if there are any changes to regular prescribed medication.

### **SICK CHILD**

If a child becomes unwell during a session, the Play Leaders will ensure that the child is treated promptly and appropriately and risk to other children is minimized. The child's parents/guardian will be contacted and asked to make arrangements for the child to be collected as soon as possible. In cases where a parent cannot be contacted the club will contact the emergency contacts on the child's membership form.

## **CUSTOMER COMMENTS**

Phoenix Club is committed to providing the highest quality service for you and your children. Should you wish to note any comments about the service we provide, you can speak to one of the Play Leaders by phoning, writing or emailing the club at:

PHOENIX CLUB  
Wyken Croft Primary School  
Wyken Croft  
Wyken  
Coventry  
CV2 3AA

Telephone number: 024 76 615728 – direct club line  
07746912400 – Club mobile

Email address: [phoenixclubwykencroft@outlook.com](mailto:phoenixclubwykencroft@outlook.com)

A FULL COPY OF ALL OUR POLICIES CAN BE OBTAINED UPON REQUEST.