



FAQs - Après School - New After School Provider

Après School

Who are Après School & what experience do they have in running after-school care?

Après School is a company that specialises in 'wrap-around care'.

Miss Lindsay has worked with children for over 20 years in various capacities. She has been the After School Care (ASC) Manager at a school in Twickenham for a number of years and holds a Level 3 Qualification in Childcare Learning & Development. Miss Lindsay will be responsible for the day to day running of the club.

Mr Currie is in charge of Compliance, Planning and Finance. He previously worked at Willington Prep as Assistant Head, DSL and Director of Digital Strategy. Mr Currie left his role at Willington to start his out of school businesses Docode and Après School.

Who's in charge of the care and how do I contact them?

Miss Lindsay is the ASC Manager. You can contact her via lindsay@apres-school.co.uk. Mr Currie can be contacted via luke@apres-school.co.uk.

The Provision

Do the children get a drink/snack?

Fresh water, fruit and a healthy sandwich will be provided each day.

How many staff will there be?

In line with Ofsted's recommendations, our clubs operate at a 1:10 ratio. A minimum of 2 members of staff will be present at all times.

Will staff be first aid trained?

A qualified first aider will be present at all times.

Can my child do their homework?

Tables will be allocated for children to complete homework if they wish to.

What will the children be doing?

We have a calendar of activities appropriate for all ages. Some of these include cultural celebrations, arts and crafts, construction, board games, table football and outdoor play.

Process

What happens if I'm running just a few minutes late?

A grace period of 5 minutes is applied to all sessions. Late collection beyond this will be charged at £7 per 10 minutes or part thereof. For instance, your child is booked correctly into Session 1 (15:30-16:05) but you collect them between 16:11 and 16:20. A charge of £7 will be added to your account.

How do I contact them on the day to book my child in?

Bookings are usually taken online using our website www.apres-school.co.uk.

If you have a query about a booking or need to notify us of something then we can be contacted via email. Please email our ASC Manager Miss Lindsay at lindsay@apres-school.co.uk.

My child is early back from a sports fixture - who looks after them?

The teacher in charge of the team will keep your child safe until the published pick up time. After that they will be sent to Après School and a charge will be applied. **If you are not registered with our system then the Non-Member charges will apply.**

Can I book last minute on the day?

Regular bookings should be made on our website in advance of the session. You are able to book a session via our website up to the very last minute before a session begins.

What happens if I need to cancel at the last minute?

We require at least 24 hours notice when cancelling sessions. Credit for cancellations will be applied to your account.

Where do I pick up my child?

The Pre-Prep gate to the left of the school as you look at it. Please call the number provided and have your collection password ready at the gate. A friendly member of staff will bring your child to the gate for collection. Please allow them time to gather their belongings.

Fees

What is the charging structure?

There is a one time £10 registration fee. This covers admin costs associated with accepting a new pupil onto our system as well as things such as transaction fees for credit and debit card payments.

For Members (Registered)

Session 1 (15:30-16:05): £4

Session 2 (16:05-17:00): £10

Session 3 (17:00-18:00): £7

For Non-Members (Please register to avoid paying the Non-Member Fees)

Session 1 (15:30-16:05): £8

Session 2 (16:05-17:00): £20

Session 3 (17:00-18:00): £14

How do I book and pay for it?

Bookings are taken via our website www.apres-school.co.uk

Can I pay in monthly instalments?

Absolutely! At the 'Checkout' stage of the booking process, you have the option to 'Pay Now' or 'Pay Monthly'.

Can I pay using Childcare Vouchers or Tax Free Childcare?

Yes, we are registered with most major voucher providers. If the one you would like to use isn't on our list then please contact us and we will gladly register with them. Contact us via hello@apres-school.co.uk

Can the charge be added to my school invoice?

No. Unfortunately not. However we can accept a variety of payment options via our website such as childcare vouchers and credit/debit cards.

My plans changed and I don't need my booked space - will I still get charged?

Any booked sessions which are not attended are still charged unless 14 days' notice is given. Credit for cancellations will be applied to your account.

Other

How will the office & form teachers know of after school arrangements?

The school office keep track of where pupils are and at what times. They will have access to our registration system should they need to find out whether a pupil is in Après School or not.

What if I have to pick up my other child from another school, will I get charged or will there be a grace period?

Once a child is brought through and accepted to Après School, a charge will be applied to your account for the session and the standard price of that session.

How long will the teachers wait at the gate before sending my child to the after school club?

The teacher in charge will wait for 5 minutes after the stated collection time for your child.

I was told that Willington siblings are looked after free of charge until 4pm. How does this work?

We offer a 10% sibling discount. This can only be applied if you book both siblings at the same time. It cannot be applied retrospectively. Unfortunately the free sibling offer has now ended.

Will the school provide before school facilities?

Yes, in-house Breakfast Club managed by Mrs Douglas.