

Breakfast and Twilight Club

General Information

- Breakfast and Twilight club are open to children in Reception up to Year 6. We are not currently able to offer this for pre-school children.
- Our Twilight and Breakfast clubs operate as an extended service primarily to assist parents.
- Breakfast club will run from 08:00 until the start of school.
- Twilight club will run from after school until 5.30pm except for Friday when we finish at 5.00pm.
- For any given week, bookings should be made via the School Gateway up until midnight **on the Tuesday before the week of the session**. If you need to book a session after this time then please contact the school office. This enables us to adequately staff the provision.

Twilight

- Whilst at Twilight club, all children will be provided with a drink (water or juice) and a small snack (usually toast, biscuits and/or fruit).
- If you have booked a place and then realise that the place is no longer required, please notify us at the earliest opportunity so that we can cancel the session and refund your payment. However, please note that once staffing has been set for any given week, places for that week will not be refunded except in exceptional circumstances. This means that in order to receive a refund for any given week, cancellations will need to be received on the Tuesday of the week prior to the session taking place i.e. the same as the booking deadline. Even if you are unable to receive a refund we still need to know of cancellations so that we know which children we are expecting on any given night.
- Parents are unable to cancel booked sessions themselves on School Gateway. Places missed due to a child's illness (ie the child is absent from school on the day of the booking) are always credited. Please remind the school of your child's booking when you notify them of your child's school absence.
- If you are late collecting then you will be charged a late collection fee. **Please see the 'Late Collection' policy.**
- Whilst at Twilight, children have the opportunity to do any homework, reading and play games. When the weather is fine they may be able to play on the school field or playground when sports clubs are not taking place.

Breakfast

- Opens at 08:00 and is aimed at helping working parents get to work on time.

- Children will remain in the care of a member of staff on breakfast club duty until they are due to be in their classroom.
- Please do not drop children off before 08:00 leaving them unsupervised – a member of school staff supervising breakfast club must be present before parents leave.

How to Book

- If you go to the Clubs tab in the School Gateway app you should see two clubs listed: 'Breakfast club' and 'Twilight club'.
- Select the club required and click on 'make a booking'. Select the dates required and click on 'make a booking'. Click on 'Pay now' and select the club payment option that is appropriate. Then 'Add to the Basket' and 'Checkout'.
- For Breakfast club there are 3 payment options and for Twilight club there are 6, depending on how many children you are booking on a single day as follows....
- Breakfast club:
 - Breakfast club 1st child: £3.75
 - Breakfast club 2nd child: £3.50
 - Breakfast club 3rd (and subsequent) children: £3.25
- Twilight club:
 - Twilight club 1st child up to 5pm: £6.50
 - Twilight club 2nd child up to 5pm: £6.00
 - Twilight club 3rd (and subsequent) children up to 5pm: £5.50
 - Twilight club 1st child up to 5.30pm: £8.00
 - Twilight club 2nd child up to 5.30pm: £7.50
 - Twilight club 3rd (and subsequent) children up to 5.30pm: £7
- You will need to select the correct payment option for each child you book onto each club each day. If you book at the incorrect cost level then you will need to email the school office and we will make an adjustment to the payment. We will monitor this to ensure that the correct payments options are being made.

How to Pay with Tax Free Childcare Vouchers

- If you would like to pay with Government Tax Free Childcare Vouchers then you will need to do this a few days before you need to make any bookings in School Gateway.
- Firstly, please make the payment to school through the Tax-free childcare portal.
- You then need to email the school office with your child's 9-digit reference number, the date you made the payment, the amount you paid and what amount you would like added to your child's breakfast account and/or twilight account. You need to do this each time you make a payment.

- We will then check the portal for the payment and if we can find the payment we will manually allocate it to your child's Breakfast and/or Twilight account.
- Please allow two working days for us to do this. If you need to book sessions urgently before the payment has gone through then you will need to contact the office to book the sessions for you.

Booking Deadlines

- In order to staff these clubs we need to know how many children, and from which year groups, are booked onto breakfast or twilight by the **end of the day on the Tuesday** of the week before the sessions are due to take place.
- For this reason **we ask that parents do not book sessions online after midnight on the Tuesday night** for the following week's sessions. E.g. for week beginning 9th Sept we ask that you do not book sessions after midnight on Tuesday 3rd Sept.
- **Please note: the system will allow you to book after this time but we will then be unaware that your child is booked into a session as lists will have already been printed and staffing set. There is no way for us to prevent you booking after the cut-off so we rely on parents adhering to this rule.**
- If you wish to book sessions after this cut off or at the last minute you will need to phone (01395 568300) or email (admin@newton-poppleford.devon.sch.uk) the school office and we will do our best to accommodate the request but cannot guarantee a place.
- If your child is starting in Reception class in September, you will not be able to make bookings until your child has been set up in School Gateway which we are unable to do until your child has actually started with us. For that reason, if you know that your Reception child will need Breakfast or Twilight places for their first week in school you will need to email us before the start of term so that we can manually add your child to the club lists.

Things to Note

- Sessions will need to be paid for at the time of booking. If you cannot pay electronically then you will need to ensure that you have given any cash or voucher details to the school office in advance so that you have funds available in your breakfast or twilight balance in order to pay for a session that you would like to book.
- If you need to cancel a session that you have booked you will need to contact the school office to delete the bookings as you will be unable to do this on the system. If you have missed the deadline for a refund, the booking will stay on the system.
- If your child attends an after-school club but needs to then attend Twilight until 5pm or 5.30pm we ask that you book them into Twilight as normal and they will be taken

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to Twilight after the school club finishes. Unfortunately, we cannot offer a reduced rate as our staffing ratio would need to be the same for that period of attendance.

- If you plan to collect your child at 4.30pm after an after-school club, but that club is subsequently cancelled at short notice and you are unable to collect your child and require a place in Twilight: We would ask that you inform us of your need for a Twilight place as soon as possible. We will endeavour to meet your need. Unfortunately, we cannot guarantee this place and if you want to guarantee it you will need to book them into Twilight as normal in addition to them being booked into the after-school club.
- If you need to contact Breakfast or Twilight club you can now do this by phoning the main school number (01395 568300) and selecting the relevant option. This will only be possible whilst the sessions are running.

Please remember that the deadline for any bookings AND notice of cancellation in order to receive a refund, for any given week, is midnight on the Tuesday of the week before the session will be taking place.

If you have any issues, please don't hesitate to contact the school office and we will help to resolve any issues that occur.