



SEND CHURCH OF ENGLAND PRIMARY SCHOOL

WRAPAROUND CLUB POLICY 2025 2026

Agreed: Autumn term 2025
Review Autumn term 2026
Annual

This policy outlines the structure, booking, payment, and operational procedures for the Wraparound Afterschool Care club, ensuring a safe, enjoyable, and well-staffed environment for all children.

Our Approach

Our club is designed to be a warm, supportive, and safe extension of the school day. It's a place where children can successfully transition from the structure of the classroom to a more relaxed environment while continuing to develop their confidence, social skills, and unique potential.

Our club's approach is deeply rooted in the school's core vision—that everyone is offered a warm welcome and celebrated for their uniqueness.

Our goal is to:

- Provide a predictable, calm environment that supports your child's emotional well-being after school.
- Offer activities that encourage personal choice and success, helping every child build their self-worth and confidence.
- Foster positive peer relationships where kindness and respect are modeled by staff and shared by all children.

We achieve this by intentionally applying principles of nurture in our daily operations:

- **Positive Language:** Staff consistently use constructive and supportive language to encourage good communication and positive behaviour.
- **Predictable Routine:** We maintain a calm and predictable routine to ensure children feel secure and supported throughout their transition from the school day.
- **Encouraging Choice:** We provide a variety of activities to ensure every child can choose how they engage and feel a sense of belonging and control.

Club Operation and Capacity

The Wraparound Afterschool Care is managed by Send Church of England Primary School.

- **Eligibility:** Open to all children who are pupils of the school, from Nursery to Year 6.
- **Operating Hours:** Term-time, Monday to Thursday, from 3:15 PM to 5:30 PM.
- **Maximum Capacity:** The club has a maximum capacity of 53 children.

- **Nursery Places:** The capacity includes no more than 8 children from Nursery. Once this limit is reached, no further Nursery bookings will be accepted .

Session Types and Fees

Session Type	Time Slot	Charge	Notes
First Half	3:15 PM – 4:30 PM	£5.00 per session	For collection before 4:30 PM
Second Half	4:15 PM – 5:30 PM	£5.00 per session	For children attending a teacher-led or external after school club.
Full Session	3:15 PM – 5:30 PM	£10.00 per session	

Booking Procedure

We are currently transitioning to a system where all bookings and payments will be made exclusively through the Arbor system. This transition period will last until 1st April 2026.

Transition Arrangements for Booking and Payment

This timeline outlines the phased transition to the new Arbor booking and advance payment system.

Time Period	Booking Process (How to book)	Invoicing & Payment (How to pay)	Notes
October 2025 – End of Autumn Term 2025	Bookings are made via the old paper system and must be made in advance.	Invoices are raised via Arbor in arrears . Payment must be made through Arbor.	Payment is for sessions booked, not attended.
January 2026 – End of Spring Term 2026	Bookings must be made through Arbor . Booking for existing customers only Bookings close 48 hours before the session.	Invoices are raised via Arbor in arrears . Payment must be made through Arbor.	Any session not cancelled at least 1 week in advance will be charged .

From 1st April 2026 (Start of Summer Term)	Bookings must be made through Arbor . Priority booking for existing customers. Bookings close 48 hours before the session.	Payment must be made in advance by adding credit to your child's Arbor account.	Sessions cannot be booked without sufficient credit. Any session not cancelled at least 1 week in advance will be charged.
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Booking Procedure from 1st April 2026

The club will be run on a first-come, first-served basis, with all bookings managed via Arbor.

Booking Priority

1. **Existing Customers:** Given priority booking access.
2. **General School Population:** Any remaining available spaces.

Booking Windows and Closure

Bookings are opened in phases each term:

Phase	Opening Date	Eligible Users	Action
Priority Booking	Four weeks before the end of each school term. Monday 27th April - Summer Term 2 bookings Monday 22nd June - Autumn Term 1 bookings	Existing Wraparound Customers only.	Log into Arbor to select and book the required sessions for the following term.
General Booking	Two weeks before the end of each school term. Monday 11th May- Summer Term 2 bookings Monday 6th July- Autumn Term 1 bookings	All other school pupils (subject to availability).	Log into Arbor to book available sessions.

Booking Closure

All bookings for any given day will **close 48 hours** before the session is due to start. No bookings or changes can be made within this 48-hour cut-off window.

Teacher-Led Clubs: Teacher-led after-school clubs run for between 8-10 weeks per term. If your child attends a teacher led club, they will need full sessions for the weeks that these clubs do not run.

Additional Fees, Payments, and Cancellations

Late Collection Policy The club closes promptly at 5:30 PM.

Late Collection:

- If a child is not collected at 5.30pm then we will contact the adults listed as emergency contacts from our school system.
- A late collection charge of £5.00 will be added for every additional 5 minute interval after 5:30 PM

Time Block	Collection Time Range	Late Charge for Block	Total Accumulated Charge
Block 1	5:30 PM – 5:35 PM	£5.00	£5.00
Block 2	5:35 PM – 5:40 PM	£5.00	£10.00
Block 3	5:40 PM – 5:45 PM	£5.00	£15.00
Block 4	5:45 PM – 5:50 PM	£5.00	£20.00
Block 5	5:50 PM – 5:55 PM	£5.00	£25.00
Block 6	5.55PM - 6.00PM	£5.00	£30.00

- This charge will be applied to the child's Arbor account as a separate payment and must be paid within 7 days.
- Parents are responsible for these charges even if traffic or unavoidable circumstances cause the delay.
- Repeat Lateness: If a child is collected late repeatedly, the school reserves the right to remove the child's place at the Wraparound Club and not allow future bookings.

Payment types:

Sessions can be paid for by topping up your child's wrap around accounts by card through the Parent Portal or Parent App.

Payment can also be made by using childcare vouchers which are added to your child's account. We are currently registered to receive childcare vouchers from the following schemes:

- Computershare
- KiddiVouchers
- HMRC Tax-Free Childcare

If you would like to use childcare vouchers to top up your child's Arbor account, or if you would like to use an alternate childcare voucher scheme please contact our Finance Assistant, Mrs Michelle Vidler on mvidler@sendcofe.co.uk who will help you to set this up.

Cancellation Policy

- **Cancellation with No Charge:** You can cancel any booking via Arbor up to **48 hours before the day of the session** with no financial loss.
- **Cancellation within 48 Hours:** Cancellations are **not allowed** within the 48-hour cut-off window. The **full fee** for the session will be charged if the child does not attend a session booked within this window.
- **Slot Re-release:** A cancelled slot is immediately released on Arbor and becomes available for re-booking by any other parent.

Behaviour Expectations

Children attending Wraparound Care are expected to adhere to our usual school behaviour expectations, showing that they are ready, respectful, and safe.

- Staff understand that all behaviour is a form of communication and will strive to look beyond the action to understand the underlying need driving the behaviour, considering the child's developmental and emotional needs.
- We will manage any undesirable behaviour in line with our school behaviour policy.
- In circumstances where a child's behaviour is repeatedly breaking our expectations, their place at the Wraparound Care club may be removed.

To ensure a happy and respectful environment for all, we encourage children to follow four simple guidelines:

1. We Offer a Warm Welcome: Be kind with your words and actions. Everyone belongs here!
2. We Make Great Choices: Choose activities that help you learn and have fun.
3. We Use Our Best Words: Speak in a positive and helpful way to friends and staff.
4. We Follow Our Routine: Listen to the staff and know what comes next so we can all feel calm and settled.

Monitoring and review

- Fees will be reviewed at the start of each financial year. Any necessary fee increases will be implemented in September. Parents will be given at least two months' notice of any fee increase.
- The policy will be reviewed every year or earlier if there is a change in requirement

Appendix 1 - Late Charge Notice Template Letter

Send Church of England Primary School

Send Barns Lane

Send, Woking

GU23 7BS

Tel: 01483 223464

Headteacher: Mrs Marianne McDonnell



Date: [Date]

Subject: Important: Notification of Late Collection Charges

Dear Wraparound Club Parents and Guardians,

Thank you for your continued use of our Wraparound Afterschool Club. We strive to offer a supportive, safe, and engaging environment for your children until the club closes. We want to be understanding and acknowledge that parents can sometimes be late due to exceptional and unforeseen circumstances. We appreciate how stressful these situations can be.

However, our operational constraints require us to enforce a strict closing time. Our staff's contracted and paid shift ends promptly at 5:30 PM. When collection is delayed, our staff are required to stay beyond their scheduled hours, which is why we must implement a late charge.

Late Collection Fee Structure

A charge of **£5.00** will be applied for every five-minute block (or part thereof) that collection is delayed after 5:30 PM.

Time Block	Collection Time Range	Late Charge for Block	Total Accumulated Charge
Block 1	5:30 PM – 5:35 PM	£5.00	£5.00
Block 2	5:35 PM – 5:40 PM	£5.00	£10.00
Block 3	5:40 PM – 5:45 PM	£5.00	£15.00
Block 4	5:45 PM – 5:50 PM	£5.00	£20.00

Block 5	5:50 PM – 5:55 PM	£5.00	£25.00
Block 6	5.55PM - 6.00PM	£5.00	£30.00

Late Collection Charge Payment:

- This late charge will be added **separately** to your child's **Arbor account** (as per the Wraparound Club Policy).
- The charge **must be paid within seven (7) days** of the invoice date.
- Please be advised that failure to pay these charges within the 7-day period may result in the **cancellation of your child’s future Wraparound Club bookings.**

We strongly encourage all parents to make contingency arrangements to ensure collection by 5:30 PM.

Thank you for your understanding as we work to support both our staff and the continuous operation of the club.

Sincerely,

The Wraparound Club Team

Appendix 2 - Repeated Late Collection Template Letter

Send Church of England Primary School

Send Barns Lane

Send, Woking

GU23 7BS

Tel: 01483 223464

Headteacher: Mrs Marianne McDonnell



Date: [Date]

Private & Confidential [Parent/Guardian Name] [Address]

Subject: Formal Warning Regarding Repeat Late Collections from Wraparound Club

Dear [Parent/Guardian Name],

We are writing to you regarding the collection of [Child's Name] from the Wraparound Afterschool Club, which closes promptly at **5:30 PM**. We must reiterate that late collections should only occur in the event of an **absolute emergency** due to exceptional or unforeseen circumstances. Our dedicated staff conclude their paid shift at 5:30 PM, and repeated delays cause significant operational difficulties.

Our records indicate that [Child's Name] has been collected late from the Wraparound Club on two or more occasions **within the last month**:

1. **[Date of first late collection]** (Collected at: [Time collected])
2. **[Date of second late collection]** (Collected at: [Time collected])
3. [Add other dates if necessary]

This letter serves as a formal and **final notice** regarding these repeat incidents.

Please note that **any further late collection** within **one month** from the date of this letter (i.e., before **[Insert Date One Month from Letter Date]**) may unfortunately result in the school removing [Child's Name]'s place at the Wraparound Club, and **all future bookings will be immediately cancelled**.

We urge you to treat the 5:30 PM collection deadline as strictly non-negotiable moving forward.

We value [Child's Name]'s continued participation and sincerely hope that this necessary measure will resolve the issue. If you are experiencing ongoing difficulties, please contact Mrs Ward (Inclusion Lead) or Mrs Perfect (Child and Family Support Worker) via the school office to discuss this privately.

Sincerely,

Mrs Marianne McDonnell

Headteacher