



Dear Parent/Carer,

We are thrilled to announce that we are the new extra-curricular service provider for Hazel Leys Academy. We provide excellent extracurricular services in many Primary Schools throughout the UK and have an enthusiastic team of staff that are trained on safeguarding and prevent duty.

Bookings are now live for the year - you are able to book and reserve your space for as many sessions as you please. Note that sessions are payable at the time of booking, therefore please only book what you are able to make payment for.

All services have limited spaces available and are payable upfront by parents via our website. Ad-hoc bookings are welcomed, and you can book up to 3 hours before the club taking place should there be a space available on the club that day.

The sessions will commence on 18th September and run for the Academic Year until July 2024.

**Tuesdays 3.20-4.20pm- £3.50 Arts and Crafts**

**Wednesdays 3.20-4.20pm £3.50 Fun and Games**

During the Activity club, children can choose to take part in an assigned adult-led activity for that day - attached the leaflet for Hazel Leys. During after-school clubs with more than 10 children, we also have alternative activities on offer.

**Our terms:**

- Once you have made a booking you can amend or cancel this booking within 24 hours at which point a credit for the session will be automatically made to your account. Outside the 24 hours, it is not possible to receive a refund unless you give 4 weeks notice that your child won't be attending.
- Time limits for bookings: You are able to book any clubs of your choice up to three hours before the club commences. At the cut-off point of three hours before any club starts, the website will automatically prohibit you from booking the club so that we can cater for the amount of children in the club - if it is an emergency, and you require the childcare, you may call the office to see if there are remaining spaces available but a £5 administration fee will be charged for your booking for our staff member to make the last-minute booking for you as it is quite a lengthy process to log in and override the system.
- Your account - if you do not make the bookings via your online account and prefer to call our office, we are able to take the booking, but all transactions are subject to a £5 administration charge.

- If you have a change in circumstances or your child is poorly, we ask that you log into your account and cancel their space, so our staff know not to expect them - this is part of our safeguarding policy to ensure we know the whereabouts of your child. Unfortunately, you will not receive a credit or refund in this circumstance as we have to allocate staff, purchase food and equipment ahead of the day arriving, so our costs have already been made.

**Please note that from a safeguarding perspective, we are not covered to accept children who have not been booked onto a session. Therefore, please book your child/ren on online, in advance. If your child arrives at a session when no one else is on school site, we will accept them - however, you will be charged an additional £5 admin fee for our office team to invoice you. If the school reception is still open and your child is not on the register, we will ask them to call you to collect.**

All ClubsComplete staff members are DBS checked, qualified and experienced working with children and have undertaken safeguarding children training.

To book, please click below:

<https://myclub.clubscomplete.co.uk/settings/hazel-leys-primary-school>

Please note our offices are open Monday to Friday 9am-4pm if you would like to give us a call regarding our services. To contact our staff on site after these hours when your child is in the club, please call the setting phone.

Kind regards,

The Administration Team

**ClubsComplete Ltd**

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