



OXFORD HIGH PREP & PRE-PREP SCHOOL

GDST
GIRLS' DAY SCHOOL TRUST

Extended Hours Care Handbook



Extended Hours Provision

We appreciate that there are a great many demands on parents' time and other commitments that do not always fit neatly around school hours. To support our parents, we have a Breakfast Club and After School Club which enable parents to drop their daughters to school at 7.30am and collect them at 5.45pm. Extended Hours Care provides a cost effective childcare solution to our parents who can be assured that their daughters are supervised by our own Oxford High School for Girls staff and can have breakfast and a light tea during their time at these clubs.

Breakfast Club

Breakfast Club – Prep runs from 7.30am- 8.00am in the Hall at Bardwell Road.

Breakfast Club - Pre Prep 7.30am – 8.15am Woodstock Road.

There is a choice of cereals, yogurt, fruit and toast with preserves. Apple or orange juice is provided.

After School Club

ASC runs from 3.45pm to 5.45pm. Reception, Year 1 and 2 pupils will be escorted from Woodstock Road by staff at 3.30pm. It takes place in the Hall at Prep School Bardwell Road. The girls can relax after school by playing inside or out with a range of activities. They can do their homework in a quite space. Tea is served from 4.00pm

Parents are reminded that the club must be given written notification of any food allergies should this apply to your daughter

Security

For the protection of your daughter, and your peace of mind, any Prep School girls who are not collected from Oxford High School at the end of the school day or from an after school extra activity club, will be transferred to ASC and charged accordingly.

All girls will be signed in and out on our daily register. Parents can drop or collect children at any time during the session.

Booking & Payments

Bookings must be made via ParentPay and can be made up to midnight the day before the session is due to take place. These will qualify for the pre-booked rate. Please refer to the booking guide below on how to make a booking.

We appreciate that some parents may need after school care at very short notice. Should such a need arise, your daughter will be accepted at either club without a booking and you will be charged the walk-up rate. This charge must be settled within 5 working days.

Payments will need to be made at time of booking to secure the place and the pre-booked rate. Bookings made without sufficient funds will be automatically cancelled and attendance charged at the walk-up rate.

We can still accept payment by childcare vouchers, however, please note that it can take up to 7 working days from the time you make your request to your voucher provider to the time they are credited to your ParentPay account.

Please ensure that your ParentPay account has been credited with your vouchers before making any bookings. Any bookings made while waiting for the childcare voucher to be credited to your account will need to be paid for at the time of booking.

Managing your ParentPay account

We recommend that you set up a balance alert to notify you if your balances on the accounts are low. You can do this by logging on to your ParentPay account going to the "View / edit profile" section, and then selecting "Alert settings". Here you should be able to set the thresholds and mode of communication for your balance notifications.

Charges

Breakfast Club and ASC operate on a sessional basis and the charges are outlined below:

	Pre-booked rate	Walk up rate*
Breakfast Club	£3.50	£5.00
ASC	£8.00	£12.00

*This will be added to your ParentPay account if your daughter attends either club and has not pre-booked.

Payments for bookings are not ring-fenced and charges to your account are made in a chronological manner; so the charge for an unbooked attendance will take precedence over the booked days if it takes place before the booked day. This may result in a cancellation of your booked session if the credit available on the account is less than pre-booked rate.

Late Collection

If your daughter is not collected from ASC by 5.45pm, a charge of £15.00 will be applied to your account.

If you have been late collecting your daughter, please top up your account with the appropriate amount to avoid future bookings being cancelled due to insufficient funds.

Outstanding debt

A balance for any outstanding debt will show on your ParentPay account. You will receive a weekly email reminder from ParentPay to request settlement. **Any queries on charges should be raised within 5 working days of the charge being made.**

Failure to settle the balance if it reaches the thresholds below will place you at risk of not being able to enjoy the extended hours care facility. Should the debt not be settled you will need to make arrangements for your daughter to be dropped off after 8.00am and collected at 4.00pm.

Breakfast Club - £25 i.e. 5 unbooked sessions.

ASC - £60 i.e. 5 unbooked sessions.

Cancellations & refunds policy

Missed sessions will not be refunded ******(unless notified as below)

Any bookings can be cancelled by the payer via ParentPay up until midnight the day before the session is due to take place without any charge.

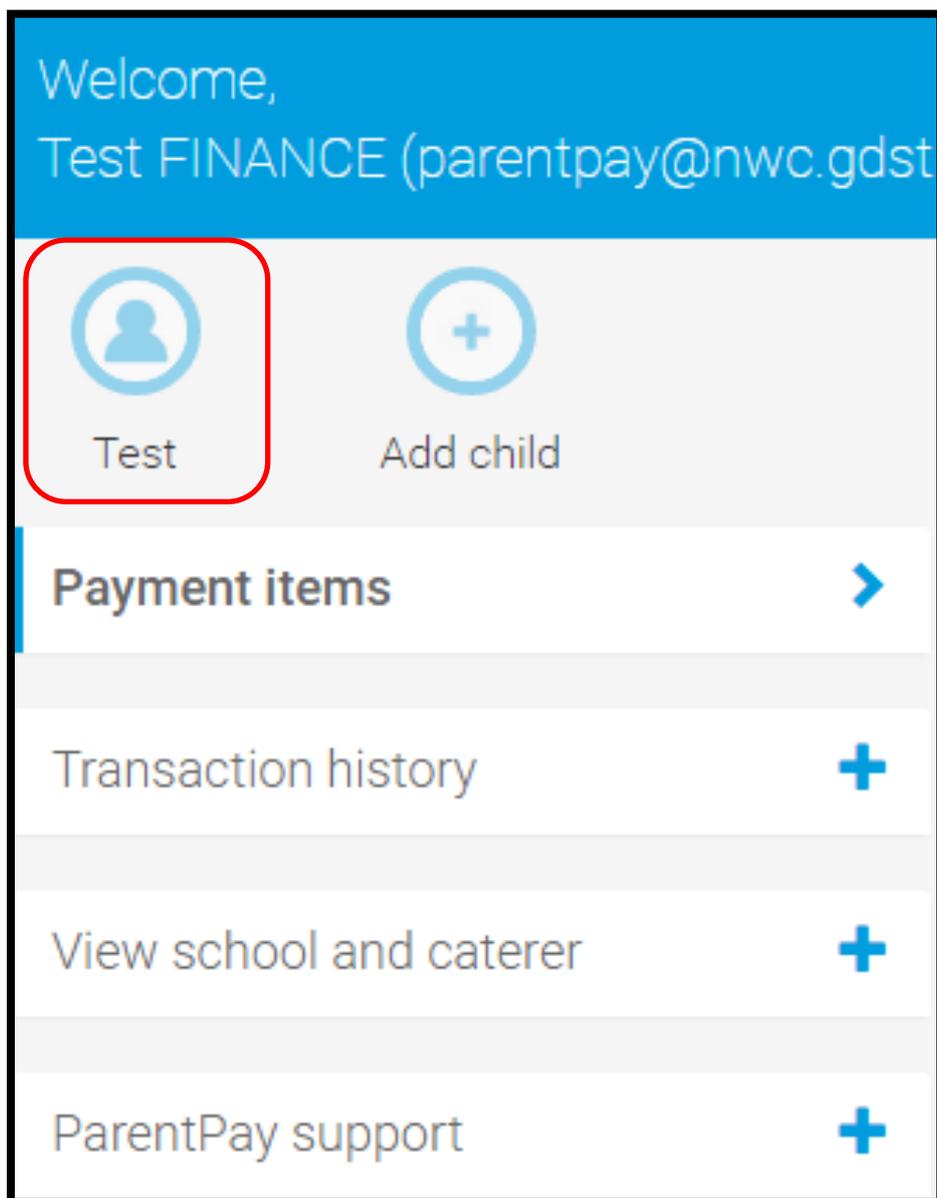
Cancellation on the day:

A 50% refund will be made if an email has been sent to parentpay@oxf.gdst.net on the day of the session by 7.30 am for Breakfast Club and 10.00 am for ASC.

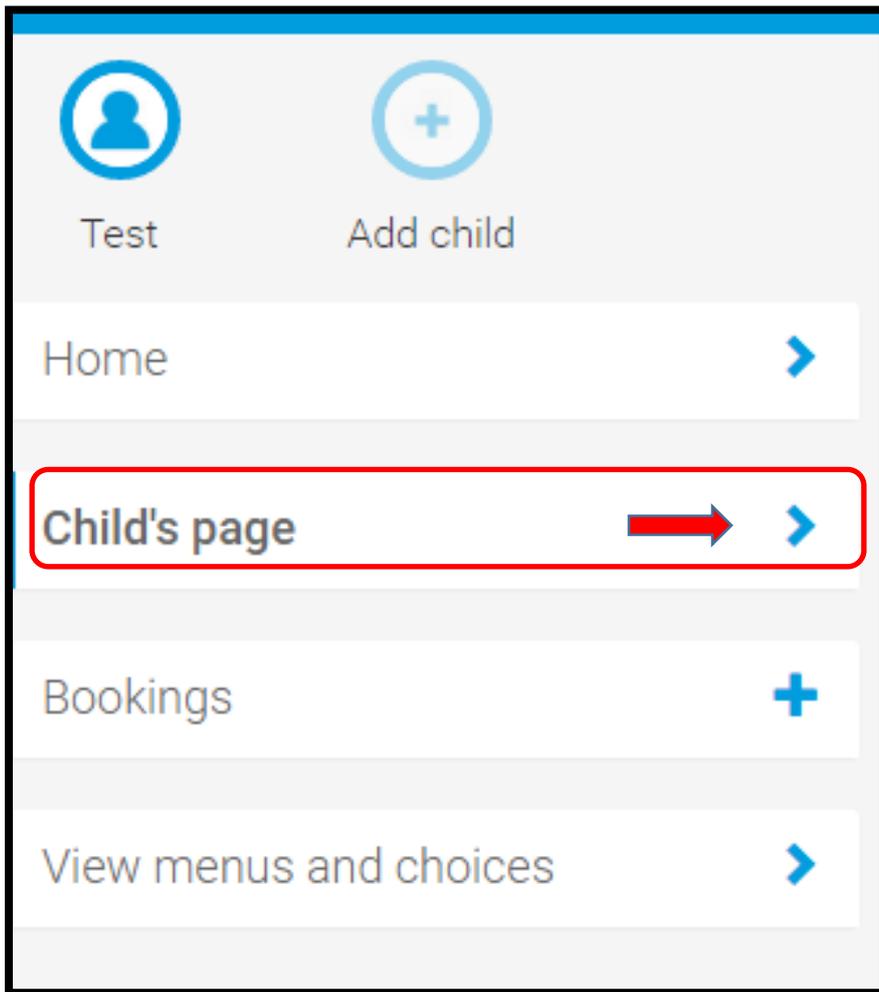
****Full refunds are only made if the booking is cancelled due to illness and the pupil is absent from school for the whole day or sent home by the school nurse. This must be informed to parentpay@oxf.gdst.net on the day of occurrence.**

BOOKING FOR BREAKFAST CLUB AND ASC

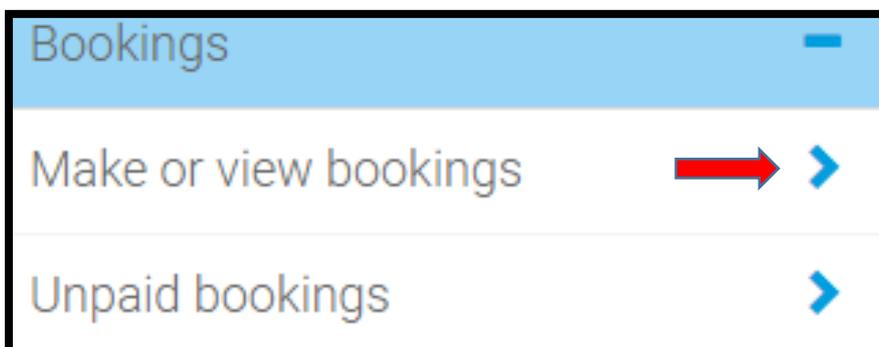
1. Ensure that your account has been activated using the details provided by her school.
2. Go to your daughter's page:



3. Click on bookings:



This will bring up an option to make or view bookings or view unpaid bookings



4. Select breakfast or afterschool as appropriate and also select the appropriate week:

To book, please select from the options below and then select 'Make or view bookings.'

Make bookings for:

Week commencing:

5. Click on the Make or view bookings and select your days:

Previous week Week commencing 20th Feb 2017 Next week

Mon 20 Feb	Tue 21 Feb	Wed 22 Feb	Thu 23 Feb	Fri 24 Feb
Book a OWLS session ✓	Book a OWLS session ✓	Book a OWLS session ✓	Book a OWLS session	Book a OWLS session
Clear day	Clear day	Clear day		

Booking summary

[Show symbols](#) | [Help](#) | [Hide info](#)

Test Visitor's After school

Bookings added	3
Bookings cancelled	0
Cost of new bookings	£27.00
Payment due	£27.00

Cancel

6. Click on next week to make more bookings or confirm bookings to take you to the basket:

Basket				Order summary	
Item	Total cost	Edit	Remove	Items:	£53.00
Test - SKYLARKS - Breakfast Club	£8.00			Total:	£53.00
Test - OWLS - After School Club	£45.00			Pay by Parent Account credit:	-£0.00

iRoundUp for charity 50p
[What is iRoundUp?](#) [Add donation](#)

Pay by card: £53.00

[Pay now](#) [Continue shopping](#)

7. You should now be able to pay for your bookings:

 **Secure checkout**

Your payment information
Enter your payment details below.

Enter payment details

Card type

Card number

The long number on the front of your card.

Cardholder name

The name displayed on the front of your card.

Expiry date
 /
The date your card expires. Find this on the front of your card.

Security code (or "CVC" or "CVV")

We accept the following cards:



Your payment data is protected on this site by Transport Layer Security (TLS) technology using a trusted certification authority.

8. Booking if you have credit on your account.

If you have a credit on your account, please still follow the steps 2-6 above. You will only be asked to pay if the cost of your bookings exceeds the credit you have on your account.

9. Cancelling your booking

You can cancel your booking up to midnight the night before the session is due to take place. Follow the procedure to make a booking and “clear day” under the day you want to cancel. For cancellations on the day, please refer to the information sheet.

USING CHILDCARE VOUCHERS FOR BREAKFAST CLUB & ASC

Childcare vouchers can be used to make payment for Breakfast Club & ASC. For pre-bookings, your ParentPay account will need to be credited with your remittance before you can make the booking.

For an unbooked attendance, payment can be made in arrears.

To make a payment by childcare vouchers, please follow the procedure below:

1. Make a request to your voucher provider to send the remittance to the School's bank account using the School's reference number with them as in the table below.
2. Send an email to parentpay@oxf.gdst.net with the 'Childcare voucher remittance' followed by your daughter's name and form in the subject.
3. In the body of the email, let us know how much the remittance is for and which club. If the remittance is to be split between Breakfast Club and ASC, please advise the amount to be credited to each club.
4. As soon as we receive the remittance from your voucher provider, we will credit the account as per your instructions. It normally takes about 5 working days from the time you make the request to your provider to the time your account is credited.
5. A confirmation email will not generally be sent so please check your account(s) regularly and notify us if you cannot see the credit.

Unused Childcare Voucher Credits

All unused childcare voucher credits will be carried forward to the next academic year if your daughter is continuing at the Prep School.

For current year 6 parents and parents leaving the school, all credit must be used up before the pupil leaves the Prep School.

Credit can be used up in the following ways:

- Attendance at Breakfast Club or ASC – booked or unbooked
- Transfer unused credit to a younger sibling
- Transfer unused credit to a friend / family in Prep School

We currently accept vouchers from the following providers:

Voucher Provider	Reference
Care4	80400982
ComputerShare	24060658
Coop Childcare Vouchers	2857793471
Edenred	P20678685
Kiddi Voucher	75100
Sodexo	826601

If your employer subscribes to a voucher provider not on this list, please contact the Finance Department parentpay@oxf.gdst.net

Contact Details

For After School care phone 07880 683 980 between 3.45pm and 5.45pm
(Please note this number is not for taking bookings.)