

FAQs

Oxford High Prep School

SuperClubs is available for Oxford High Prep School students from Reception class through to Year 6.

Bookings and Registration –

Please register using the link: <https://superclubs.magicbooking.co.uk/Account/Login>

You can find a link to our SuperClubs page here: <https://www.supercamps.co.uk/oxford-high-superclubs-wraparound-care>

For booking guide, please refer to the Magic Booking step-by-step parent's user guide. Alternatively, if you need help using the online system, please contact our Customer Service team either by email on info@supercamps.co.uk or by telephone on 01235 467300 (Option 1).

Bookings can be made on the online system up to one hour before the start of a session.

For all bookings for After School sessions starting in less than one hour, please contact our Customer Service team on 01235 467300 (Option 1).

All bookings can only be secured once you have received a confirmation email by using the online system. A list of students who are attending will be reviewed daily by the Clubs Manager, who will then provide this information to the School Front Office.

Food Provision -

The students will be served a healthy light tea. All students booked in will receive the light tea. Food will be served at 4:15pm for the first sitting and 5pm for the second sitting.

Hours of Operation and Charges –

After School Club Early – 3:45pm till 4:45pm - £8.50

After School Club – 3:45pm till 6pm - £15.00

After School Club Late – 4:45pm till 6pm - £10.50

SuperCamps Discount Information: All children who attend SuperClubs are entitled to receive a 10% discount on holiday camp bookings made with SuperCamps. Please contact our Customer Service Team for the most up to date discount code.

Payments –

Payments can be made by credit or debit card online or with childcare vouchers. Please note we do not accept PayPal, American Express or payment by cash or cheque. SuperClubs staff members are not able to accept or process any payments on site. Payments must be made in advance.

Childcare Vouchers –

SuperClubs accept all childcare vouchers as part or full payment for your booking. You will need to select your childcare voucher provider and follow the steps accordingly.

Our most frequently used providers are listed below. If an account number is not listed below, you can find SuperCamps by entering our postcode OX14 1TR.

Apple – please use account number CA00000330

Accor / Edenred - please use account number P527842

Busybees

care-4 – please use account number 36438844

Computershare - please use account number 007847327

Co-operative / Imagine - please use account number 85000007

Early Years

Fair Care

Fideliti

Gemelli – please use account number SU0024

Kiddivouchers

Rascals Childcare Vouchers

RG Childcare

Sodexo - please use account number 130467

Upon completion of your booking, please enter 'SuperCamps at Oxford High School – Ofsted Number; **EY2577101**' on your childcare provider's website. Please use your students full name and "Oxford High Prep Clubs" as the booking reference. Please be aware that it takes up to 5 working days for monies paid under Childcare Vouchers to reach our bank account. Please take this into account when choosing Childcare Vouchers as a payment option.

Uncollected Students-

All pre-booked students will go to SuperClubs at the end of the school day. Any students who are not collected at the end of the school day will be taken to SuperClubs and the Club manager will contact the parent to check the time they will be arriving. **Parents will be charged once the child arrives at SuperClubs.**

The students details such as emergency contacts and allergies will be handed over by the school to the SuperClubs Manager. Parents will then be required to register with Magic Bookings to allow payment for the session to be processed. This will be charged at a 1-hour care rate of £8.50.

If there is no availability at SuperClub; any uncollected students will wait with a member of the school SLT.

Late Collection and Charges –

If you are going to be late, please contact the Club team direct. We will charge a £10 late collection fee per quarter of an hour, per child, after their allocated After School Club collection time. If a child is not picked up by 6.30pm and we have had no contact, the Club team will contact a member of the school's Senior Management Team who will seek to find alternative contact details. A decision will then be made to contact the Police or Social Services if deemed appropriate.

Booking changes and cancellations –

Dates and sessions booked can be transferred to another date, session or students, if the change is made before 11.59pm the day before the original booking. Any payments made after this time will occur an additional admin fee.

If you need to cancel any dates, please ensure that this is done via the online booking system in advance of the session starting.

Bookings cancelled 7 days or more before the session date will be refunded. You will need to contact our Customer Service team to arrange a refund.

Bookings cancelled fewer than 7 days before the session date will be credited to your account.

T&Cs –

Terms and conditions are available to view and download on Magic Bookings before completion of your booking. The terms and conditions outline all our policies for SuperClubs.

We look forward to welcoming you to SuperClubs.

If you have any further questions, please contact info@supercamps.co.uk

