

Information Booklet and Terms & Conditions

This booklet is designed to give parents/carers information on the Breakfast and After School Clubs operated by SuperClubs. It includes the Terms and Conditions which we require parents/carers to agree to when booking their child onto the Club.

The booklet includes:

- Aims and Objectives of SuperClubs
- General Information
- Booking Terms and Conditions (the online booking system asks you to record acceptance of these before a booking can be confirmed)

Contact Details

Clubs Manager - Oxford

Mobile Phone Number: TBC

Email: TBC

Customer Service at SuperCamps

Telephone Number: 01235 467300 (option 1)

Monday to Friday (not Bank Holidays) 8.00am to 5.00pm.

Outside of the opening hours a message can be left – these will be picked up on the next working day.

Email:

Info@supercamps.co.uk

Website:

[SuperClubs at Oxford](#)

SuperClubs

Aims and Objectives

We aim to provide a high-quality After School Club that meets the needs of parents/carers. SuperClubs is available for children from Reception through to Year 6.

For parents/carers, this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service.

For a child this means an environment that is safe, supportive and encouraging. It is a place to be with friends and to make new ones and to be able to try out new activities, to relax, to have fun and to enjoy themselves.

At SuperClubs we believe all children have the right to play. Play is the basis to providing the healthy development and well-being of individuals. SuperClubs will provide a balanced structure of activities and play experiences.

SuperClubs is a trading name of SuperCamps Ltd.

General Information

After School Club

The After-School Club at Oxford opens at 3.45pm and closes at 6.00pm.

The Club is open Monday to Friday during term time only and does not operate during school INSET days and other days when the school is closed to pupils.

All students will be brought to the club by a member of school staff at the end of their school day. They will then be signed in by the club manager on the electronic register.

It is important that you inform SuperClubs if your child is going to arrive later because they are attending an after-school club.

For any children booked into the After-School Club on a day when they participate in another after school activity (e.g., sport, art and craft, etc.), they will be dismissed from their after-school activity to the After School Club. If they are attending an after school activity, they will then be brought over to SuperClubs by a school member of staff.

Arrangements for picking up children from After School Club

The After School Club closes at 6.00pm. Please ensure that you arrive promptly to collect your child. You will be asked to sign them out of the register at the close of the session. The child can only be released to an adult who is named as a Collector on the online booking system. If no named Collector can pick your child up, you must notify the After School Club Manager as soon as possible and provide them with the details of who will be collecting your child.

We operate a Photo ID collection system and children will only be released to an adult who is a named collector and has valid Photo ID. Please ensure that anyone collecting your children, bring their photo ID along and is added as a named collector on your Magic Booking account.

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.

Terms and Conditions

Booking System

SuperClubs operates an online booking system.

The booking system is accessed via the SuperClubs page on our website www.supercamps.co.uk please click on 'About Us', SuperClubs and then the relevant school.

In addition, you can also book via the direct link to the Magic Booking website.

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)

All bookings are subject to availability and are taken on a first-come-first-served basis.

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

All bookings for After School sessions starting in less than one hour must be made by telephone to our Customer Service team on 01235 467300 (Option 1)

Fees and Discounts

For the most up to date fees please follow the link to our booking website and find the club at your school. <https://superclubs.magicbooking.co.uk/Booking/Index>.

The fees are not reduced for children arriving late to their session after participating in another after school activity.

Late collection charge – we will apply a late collection charge of £10 per child, per quarter of an hour, for collection after their allocated After School Club booking time.

The fees are reviewed annually and notice of any changes to fees will be given in writing as soon as possible.

SuperClubs offers the following discounts:

Staff Discount: if you are a staff member of the School please contact our Customer Service Team.

SuperCamps Discount: all children attending 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

All bookings must be paid for in advance. The online system will automatically create an instalment plan for regular bookings that are not paid in full in advance and will send you reminders about payment due dates.

Payments can be made by credit or debit card online or by direct bank transfer. Please note that we do not accept payment by PayPal, American Express or by cash or cheque.

SuperClubs staff members are not able to accept or process any payments on site.

Payment with Childcare Vouchers

We accept payment by Childcare Vouchers. SuperCamps Ltd is registered with all the main Childcare Voucher providers. You will need to select:

SuperCamps at Oxford High School – **EY2577101**

When paying by Childcare Vouchers please use your child's 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, as we must receive payment in advance for all sessions.

Failure by SuperClubs to make a written, verbal, or system request for payment of fees does not constitute an excuse or reason for late or non-payment.

Unpaid Fees

If any fees remain outstanding for one working week after they are due, you will receive an email from us. If the fees remain outstanding one working week after the email, a telephone call will be made to you. If the fees are not paid within one working week of the telephone reminder, a written reminder will be issued, and your child's place will be withdrawn.

SuperClubs will pass any unrecovered fees to an external debt collection company and all collection fees will be added to the debt payable by the parent/carer.

Booking Cancellations

Dates and sessions booked can be transferred to another date, session or child, if the change is made before 11.59pm the day before the original booking. Any payments made after this time will incur 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 for your booking.

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

If the cancellation means that your booking is no longer eligible for the discount it previously received, the total due on the booking will be recalculated and you will be required to pay any additional fees due.

Cancellation due to School Closure

In exceptional circumstances we may have to cancel particular dates due to school closure. In this event we will use the contact details you have provided to inform you of the closure with as much notice as possible. A full refund or credit for another day will be provided.

Adverse Weather Closure

In the unlikely case that we are unable to run the Club due to adverse weather conditions SuperClubs will offer a full refund or credit for another day. SuperClubs will endeavour to advise customers of any closure by means of email, text, and telephone as soon as possible.

If customers are unable to attend SuperClubs due to adverse weather conditions but the Club is open, no refund will be applicable.

Sickness

Unfortunately, illness is one of those things you cannot predict. If your child is unable to attend SuperClubs due to illness or injury, then please notify as soon as possible. We will then liaise with the school and credit your account accordingly.