

## Culham After School Club Frequently asked Questions

### How do I book a place at the After School Club or Holiday Club?

Please contact **Bee** at [admin@culhamafterschool.com](mailto:admin@culhamafterschool.com) to check availability and reserve a place.

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### When do I need to pay for my place?

All fees (including a **non-refundable deposit**) for After School Club are **payable in advance of each term**.

You'll receive an **invoice before the new term begins**, and we ask that payment is made before the term starts.

For **Summer Camp**, invoices are sent closer to the start date, once your place has been confirmed. Please make sure payment is arranged **before camp begins**.

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### Can I book an extra session if I need to work late?

Yes, as long as we have space available, you can book an **ad-hoc session**.

- If your child already has a regular booking, any extra sessions will be **added to your next term's invoice**.
  - If you don't have a regular booking, **payment will be due on receipt of invoice**.
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### My child isn't registered with After School Club but I need emergency childcare. Can you help?

We'll always do our best to help, but this depends on space availability.

Before attending, we'll need to **register your child** and ask you to **complete our registration forms**.

As we are a private company, we **don't have access to pupil data held by Europa**, so children cannot attend without being registered.

Payment will be due on receipt of invoice.

Please contact **Bee** at [admin@culhamafterschool.com](mailto:admin@culhamafterschool.com) to check availability.

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### Can I get a refund if I no longer need my booked place?

Unfortunately, we're unable to offer refunds for confirmed sessions, as it's unlikely we can resell the place at short notice.

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### How do I make payment?

Payment can be made by **bank transfer**:

**Bank:** Barclays

**Account Name:** Culham After School Club

**Account Number:** 63376796

**Sort Code:** 20-65-20

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### Can I pay using Childcare Vouchers?

Yes! We're **Ofsted registered** and happy to accept childcare vouchers.

If we're not yet registered with your voucher provider, please contact

**[linda.bannister@culhamafterschool.com](mailto:linda.bannister@culhamafterschool.com)** and we'll be happy to help.

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### The club is full for the date I need. How does the waitlist work?

If we can't offer a place on your chosen day, we'll **add you to the waitlist** and **contact you as soon as a space becomes available**.

For more details, please see our **Admissions and Fees Policy**.

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### Will my child get something to eat?

Yes! All children are given a **snack on arrival**.

If you'd like to see our menus, please just ask a member of staff at the club.

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#### What are the costs?

- After School Club: **£16.00 per session**
- Ad-hoc session: **£18.50 per session**
- One-time new starter registration fee: **£25 (non-refundable)**
- Summer Camp: **TBC per day**
- Early arrival/late collection: **£5.00 per additional 15 minutes**
- Late payment fee: **£20.00**, plus daily interest of **3% above the Bank of England base rate**

Please refer to our **Fees Policy** for more details.

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#### When is the club open?

- **After School Club:** 3:15pm – 6:00pm
  - **Summer Camp:** 8:30am – 5:30pm
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#### How do children get to the club?

- **Reception to Year 3:** Collected directly from class by After School Club staff.
  - **Years 4 to 6:** Children make their own way to the club.
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#### Can children from other schools attend Culham After School Club?

Possibly! Please contact **Bee** at [admin@culhamafterschool.com](mailto:admin@culhamafterschool.com) to discuss your situation.

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#### What is your Ofsted number?

**2510435**

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#### My child attends another after-school activity. Can you collect them afterwards?

Yes, if the activity is **on the school site**, our staff can collect your child once it finishes.

Please note: due to staffing requirements, we still need to **charge the full session fee** for After School Club.