



WYCHERT AFTER SCHOOL PLAY SCHEME (WASPS) PROCEDURES

Registration, Bookings and Cancellations

All bookings and payments are managed by Childcare Bookings on behalf of WASPS.

Children may not attend WASPS until [online registration](#) has been completed. This includes emergency contact details, medical information, dietary requirements, and any additional needs. All records are stored securely in line with UK GDPR and Data Protection legislation. Parents/carers are responsible for notifying Childcare Bookings promptly of any changes to personal details or circumstances.

WASPS is open to children aged 4–11 years (Reception to Year 6). Parents/carers are responsible for transporting children to and from the Club if they do not attend Haddenham Community Infant School or Haddenham Community Junior School.

Bookings are made by parents/carers online via [Childcare Bookings](#) once registration is complete.

Term time Childcare – permanent bookings

Permanent bookings are billed monthly, for the exact amount of that month's childcare, this is processed around the first working day of each month

Payment for permanent term time care: In return for WASPS providing breakfast and/or after school care to the Child, the Parent agrees to pay the agreed fee, monthly, in advance. Payment is due in full by the 1st working day of the month and will be taken automatically. It is the Parent's responsibility to ensure sufficient funds are available via their default debit card, Online Account balance or a combination of both.

A £25 administration fee will be levied each month payment is not made on time. This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.

Cancelling a permanent term time session: **Please note:** cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.

Changing or cancelling a set permanent booking pattern: To remove sessions from a Permanent Booking (or cancel a Permanent Booking in full) you are required to give one calendar month's notice. Booked sessions falling within this notice period remain billable regardless of whether or not the Child is in attendance. After the duration of that month, the set permanent booking pattern will change (or cease) according to the request.

Term time Childcare – ad hoc bookings

Ad hoc bookings – for individual dates with no ongoing commitment, subject to availability at the time of booking. Bookings can be made up to 12 weeks in advance.



Payment for ad-hoc term time care: Payment for ad-hoc term time care must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than one month's notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. Credit can be refunded upon request or retained on account for use towards future bookings. Any sessions cancelled with less than one month's notice will not be eligible for credit or refund.

Holiday Club

Payment for holiday camps: Payment for holiday camps must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than 5 working days' notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. For example, to receive a credit for a session on Wednesday, the session should be cancelled by Tuesday of the previous week. Credits are retained on account for use towards future bookings. Any sessions cancelled with less than five working days' notice will not be eligible for credit.

Cancellations must be made by contacting Childcare Bookings directly via the contact information below. All cancellations due to closure beyond the Club's control are non-refundable, including severe weather and public health or government-mandated closures. Exceptional circumstances may be considered at the discretion on the Management team.

Fees are reviewed annually and parents are notified of any changes.

Payment can be made via card registered to the parents account, Tax-Free Childcare or Childcare Voucher. Please be aware that Tax-Free funds can take 3 business days to arrive and other voucher payments can take up to 7 working days to arrive and be allocated to a parent's account balance. All payments are to be sent to the school the child is attending the care at.

If you pay via Childcare Vouchers, **it is important that your voucher is sent to us and processed prior to Billing Day.** Once we have received your voucher, we will automatically credit this to your Childcare Bookings account balance. You will receive an email confirmation of this. Vouchers can take from 2 to 7 working days to reach us, depending on the provider.

Parents/carers may be eligible to reclaim childcare costs through Universal Credit or Tax-Free Childcare and should consult the Government website for current guidance.

Arrival at the Club and Split Site Provision

WASPS operates a split site provision for ***After School Club only.***

Children Attending Haddenham Junior School

- Children are collected directly from Haddenham Junior School at the end of the school day by WASPS staff.



- Children remain on site at the Junior School Youth Centre until 4.30pm.

Part-Time Sessions (Until 4.30pm)

- Children booked for a part-time session must be collected from Haddenham Junior School at 4.30pm.
- All children must be signed out by an authorised adult.

Full-Time Sessions (Until 6.00pm)

- Children booked for a full-time session will be escorted by WASPS staff from Haddenham Junior School to Haddenham Infant School at 4.30pm.
- A register and headcount will be completed before departure, on arrival, and during the transition.
- Children will remain at the Infant School site for the remainder of the session and must be collected from there by 6.00pm.

All transitions between sites are risk assessed and supervised at all times by WASPS staff, maintaining appropriate staff-to-child ratios.

Collection from the Club

Children may only be collected by an authorised adult listed on the registration form, who must sign the child out.

Parents/carers must notify the WASPS team in advance if collection arrangements change, please report these changes via the WASPS mobile (07717 558318).

Persistent late collection will result in a charge of £10 per 15 minutes, to cover additional staffing costs. If a child is not collected: - Parents/carers will be contacted - Emergency contacts will be called - After approximately one hour, the Safeguarding Lead will be informed and appropriate action taken.

Children's Welfare

Sickness: Should a Child have sickness or diarrhoea, we ask that they do not return to attending childcare for a period of 48 hours after the last episode. If a Child falls ill during a session we will call the Parent (or Emergency Contacts) and ask for the Child to be collected.

We reserve the right to refuse admittance, and the right to suspend provision to any Child if, in the opinion of WASPS the Child is not fit to attend due to illness.

Medicines: All medicines must be clearly named and labelled and given to the Manager. This is a requirement even if the medicine is not to be administered during the session. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst a Child is attending our childcare, the Parent will need to complete a [medicine form](#) and return it to the manager in advance. If your child has a more serious medical condition please speak directly to the Play Manager as an individual care plan may be required.



First aid: By accepting these terms and conditions the Parent gives permission for all necessary first aid to be administered to their Child in the event of an emergency.

Toilet training: We understand that accidents do sometimes happen and will deal with them sensitively when they do. However, children attending must be able to use the toilet independently. By accepting these terms and conditions, the Parent confirms that their Child is able to do this. If your child is unable to use the toilet independently due to a medical condition, please contact the Play Manager directly so that we can discuss this and put an appropriate care plan in place.

Planning and Activities

WASPS provides a safe, stimulating, child-centered environment where children are encouraged to make choices and take ownership of their play.

Activities include (but are not limited to): - Arts and crafts, construction, and board games, cooking and baking, music and sports, role play, outdoor play, and group games. A quiet area is provided for reading or quiet activities.

Activities are adapted to ensure inclusion for all children, taking account of medical, cultural, religious, and dietary needs.

Monitoring and Evaluation

WASPS regularly consults children to ensure their views shape provision. Parents/carers are invited to provide feedback through questionnaires and informal discussions with the Management Team. All concerns are treated confidentially and addressed promptly.

Staff Recruitment, Checks and Training

All staff undergo: - Enhanced DBS checks (renewed in line with current guidance) - Identity and reference checks

Training is reviewed annually. All staff hold current certification in: - Safeguarding & Child Protection - Prevent Duty - Paediatric First Aid - Food Hygiene (where relevant)

Special Educational Needs and Disabilities (SEND) - Equal Opportunities and Inclusion

WASPS is fully committed to inclusion. Children with additional needs are supported through risk assessments and individual Care Plans, agreed with parents/carers and reviewed regularly.

WASPS works in line with current equality and safeguarding legislation, including: - Equality Act 2010, Children Act 1989 & 2004 and KCSiE.



Behaviour Management

WASPS promotes a positive, respectful environment where children feel safe and supported.

- Rules are clear, consistent, and age-appropriate
- Children are encouraged to contribute to behaviour expectations
- Positive behaviour is recognised and reinforced
- Physical punishment is never used

Sanctions may include time out or withdrawal from an activity. A yellow card / red card system is used where appropriate. Serious or persistent behaviour concerns are recorded, shared with parents, and reviewed. Exclusion may be considered only where safety is compromised.

All children are expected to behave according to our [Behaviour Policy](#). Any serious deviation from this may result in a Child being removed from the childcare, with immediate effect, and not allowed to return. In this instance, no refunds will be given for any sessions falling within our normal notice periods.

Confidentiality and Information Sharing

Parents/carers may access information held about their own child but not about others. Information is shared on a need-to-know basis.

Where there are safeguarding concerns, information may be shared with external agencies without parental consent, in line with statutory guidance.

Quality Assurance

WASPS is committed to continuous improvement and welcomes feedback from children and families.

Date agreed:

Date last reviewed: