



## **Ashlands Primary School Early Years Access and Charging Policy**

**2025 -2026**

***"Where every child has the right to shine"***

### **About our Club**

- The Early Years Holiday Club aims to provide holiday care children of nursery, reception and Year 1 age children within the school holidays.
- It is open to both Ashlands and non Ashlands children.
- The Early Years Holiday Club runs within the school holidays providing 48 weeks childcare.
  - The club is shut:
    - 1 week at Xmas
    - 1 week at Easter
    - 2 weeks in the summer holidays

These weeks are determined annually at the start of the academic year and published on the school website.

- The club is open from 7.30am until 5.15pm.
- It is under the jurisdiction of the Ashlands Primary School Governing Body and is registered under the schools URN.
- All policies adhered to are those of the school, to maintain consistency of practice.
- The Early Years Holiday Club follows the safeguarding procedures and policies of Ashlands Primary School. Donna Russell is Designated Safeguarding Lead: Kathy Raine, Joanne Shepherd and Sally Smith are deputy DSLs. Sally Smith, the Early Years Holiday Club Leader and onsite and the other DSLs are contactable by phone.
- Children who attend the club are expected to follow the schools Behaviour Policy. Failure to do so could result in them not being allowed to access the club.
- First Aid incidents are dealt with in line with the school's First Aid Procedure.
- The Early Years Holiday Club use Arbor, the school's pupil information system to access:
  - Emergency contact information
  - Allergen and dietary information
  - Information regarding medical conditions
  - Non Ashlands parents are asked to complete an Emergency Contact Form.
- Snacks and water / milk are provided throughout the day.
- The children bring a packed lunch. The club follows the schools 'no nuts and seeds' policy for packed lunches

### **Organisation**

- Access to the Early Years Holiday Club is through the nursery door.
- The school office is not open during holidays. Contact details (phone and email) are sent out to parents / carers of club attendees in advance of the club.
- Parents should notify the Early Years Team if someone else is picking up their child. Where staff do not recognise the person picking up; they should expect to be asked the child's date of birth as a security measure.

## Charges and Payments

Charges are reviewed annually by the school governors in the summer term and come into effect at the start of the Autumn Term.

Details of charges and opening times can be found on the school website here:

[Early Years Holiday Club for Nursery, Reception and Year 1. - Ashlands Primary School](#)

## Booking onto the club

- Booking for Ashlands children to the Early Years Holiday Club is via Arbor and the window opens in the second week of the new term / half term. Parents will be notified that that booking window is open via Arbor mail and the Ashlands Newsletter. Parents should make their payment at time of booking.  
If you wish to pay using childcare vouchers, the Government Tax Free Childcare System or using surplus nursery funding please contact the school office.
- Booking for children who do not attend Ashlands Primary School will open three weeks before the end of the term / half term. Payment for external bookings is required 7 days before school closes otherwise school reserves the right to cancel the booking and reallocate the place.
- All bookings are made via Arbor and payment is required at the point of booking.
- Non Ashlands parents should contact the school office to make a booking and payment. We do not accept cash payments.
- The booking window shuts at 9.00am of the Wednesday before school breaks. School may close the club booking earlier than this if it is full on certain days. In this case parents wishing to book should contact the school office via email.

## Cancellations, refunds and late charges.

- If, due to circumstances beyond our control, Early Years Holiday Club cannot operate at any time, fees are not charged.
- Refund notice for cancellation is 9.00am of the Friday that falls 1 week before school breaks up. This period is normally 7 days. Sessions cancelled or not attended after this date will not be refunded.
- Parents are not able to 'swap sessions'. Session changes will be viewed as cancellations and new bookings and will be charged accordingly.
- Pre-booked places are still charged even if a child does not attend for illness or any other reason.
- Where a parent / carer is late picking up for a session the school office records the time of their arrival, and the parent will be charged the next full session price.
- If the parent is late picking up after club closes at 5.15pm then the parent will be charged £5 per every 5 minutes late.
- If, after doing everything possible to contact parents and emergency contacts then the out of school club lead will be legally obliged to contact Social Services.

## Non-payment of fees

If debt is accrued, we will contact the parent to request payment. If payment is not made, we will invite parents to a meeting to discuss.

- a. Arrangements to be made by to pay the outstanding debt in full.
- b. Arrangement of a payment plan i.e. an agreed amount to be paid at set times.
- c. Withdrawal from Early Years Holiday Club until debt is either cleared or to an acceptable level by parents and school.

Where there is no explanation for late payment and/or telephone calls and or letters are not responded to, Ashlands reserves the right to refuse entry to Early Years Holiday Club.

If parents are having difficulty making payments and would like to discuss a payment plan, we ask that they contact the school office to arrange a meeting as soon as possible. At this meeting we will endeavour to agree a payment plan that the parent can adhere to that will clear any outstanding debt whilst not accruing further debt.

Refunds of Childcare Voucher payments or for Funded Hours not used is not possible.

## Complaints

In the event of a parent wishing to make a complaint, this should be made in the first instance to the Early Years Club Leader. If the parent does not feel that their concern has been adequately resolved at this stage, they should ask to speak to the head teacher.

Ashlands have adopted the Moorlands Learning Trust Complaints Policy that can be found here [Moorlands Learning Trust - Trust Policies](#)

## Contact Details and Further Information Links

Information regarding Early Years Holiday Club can be found here:

[Early Years Holiday Club for Nursery, Reception and Year 1. - Ashlands Primary School](#)

Any queries should be emailed to [office@ashlands.mlt.co.uk](mailto:office@ashlands.mlt.co.uk)

Alternatively, you can ring the main school number on 01943 609050 and speak to a member of the school office.

<b>Review Period:</b>	Annually
<b>Last reviewed:</b>	May 2026
<b>Next review:</b>	May 2027

This policy is the Early Years Access and Charging Policy valid until July 2026.

Early Years Access and Charging Policy 2026 – 2027 will replace this.