



Ashlands Primary School Saplings Access and Charging Policy

2025 - 2026

"Where every child has the right to shine"

Aims

To support parents and carers of children who attend Ashlands Primary School by providing a safe, inclusive fun and caring environment for children outside of school hours during the school term.

About our Club.

- Ashlands before and after school club is called Saplings. It runs before and after school from 7.30am in the morning and until 6.00pm at night.
- Only children who attend Ashlands Primary School are able to attend Saplings.
- 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.
- Saplings follows the safeguarding procedures and policies of Ashlands Primary School. The designated Safeguarding leads are Donna Russell, Kathy Raine and Joanne Shepherd who are always contactable during each session.
- Children who attend Saplings are expected to follow the schools Behaviour Policy. Failure to do so could result in them not being allowed to access the club.
- If there is a First Aid incident, then it will be dealt with in line with the school's First Aid Procedure.
- All bookings and payments are made via the Arbor. We do not accept cash payments.
- Parents are able to book a term in advance.
- Many of the staff members who work in Saplings work across school throughout the day and will therefore be familiar to the children.
- Saplings staff use Arbor, the schools pupil information system to access:
 - Emergency contact information
 - Allergen and dietary information
 - Information regarding medical conditions
- Breakfast or snack tea are provided for the children. The menu changes and rotates through the week to ensure variety.

Organisation

- At the end of the school day children in Early Years and KS1 are collected from the classroom. Children in KS2 make their own way to Saplings having been dismissed by their class teacher.
- A register is taken at the start of club and if there are any children unaccounted the school office will contact the parents as a matter of urgency. Parents / carers must tell the school office if they decide to pick your child up rather than send them to Saplings.
- All AM drop offs and PM pick ups are via the main school entrance.
- Breakfast is provided for children booked on the 7.30am breakfast session.
- A snack tea is provided for the children booked on the 4.45pm or 5.30pm and fruit and a drink of water / milk are offered to children who are booked on the 4.00pm session.
- Children booked into Saplings can take part in a range of clubs. A timetable is published each ½ term and clubs such as craft, sport, baking, music and dance and coding club are offered.

- There is always the option for a quiet space for the children to do their homework and there is access to age-appropriate games and books and toys.
- The children are able to play outside both mornings and evenings.
- On a Friday Night, which is Movie Night, screenings of appropriately certificated films.
- Parents should notify the school office 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 Opening Times

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:

[Saplings Before & After School Club - Ashlands Primary School](#)

Bookings, payments and cancellations

- All bookings are made via Arbor and payment is required at the point 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.
- If, due to circumstances beyond our control, Saplings cannot operate at any time, fees are not charged.
- The refund notice for cancellation of pre booked sessions is 48 hours. Sessions cancelled with less than 48 hours' notice will be charged for. Parents should ring or email the school office to cancel a session as they are not able to cancel online. The 48 hours will be taken from the time the email / phone call is received.
- Parents are not able to 'swap sessions'. Session changes will be viewed as cancellations and new bookings and will be charged accordingly.
 - If the cancellation request is received more than 48 hours in advance, then the office will cancel this and issue a refund and ask you to re book the session you require.
 - If the cancellation request is less than 48 hours, then the parent will be charged as will the new booking.
 - A £2 admin fee per occurrence and child will be charged per booking request to the school.
- Pre-booked places are still charged even if a child does not attend. This includes days when a child is absent from school.
- There is no charge if a child is on a school trip or representing the school in a sporting event, but it is the parents' responsibility to inform Saplings by email if this exception applies.
- Parents can book in advance for the current term. School will advise parents when the booking window for the following term is due to open opened via Arbor / Newsletter.
- The booking window shuts 48 hours before the start of the session.
- Parents should make every attempt to book their sessions before the booking window closes. Whilst we make every attempt to accommodate late bookings, we cannot guarantee that we will be able to do so due to staff ratios.
- An admin fee of £2 per occurrence and child will be charged per booking request to the school office due to parents missing the cut off times.
- Where a parent / carer is late picking up for a session the school office records the time of their arrival. A late booking charge, which will be the difference between the booked session and next session price, will be added if:
 - The parent / carer is more than 5 minutes late.
 - The parent is persistently late picking up for the booked time.
 - The parent is persistently up to 5 minutes late for the booked picking up time.
 - Persistent is classed as more than 5 times within a school term.
 - charge is added retrospectively.
- A post 6.00pm late charge of £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 Saplings 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 Saplings.

If parents are having difficulty making payments for Saplings 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.

Should an account be in credit and the child no longer attends Saplings or is leaving school a refund may be made if a request is made to the office.

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 Saplings Manager. 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 Saplings Before and After School Club can be found on the Saplings page of the school website:

[Saplings Before & After School Club - Ashlands Primary School.](#)

Any queries should be emailed to 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.

Last reviewed: May 2026

Next review: May 2027

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

Saplings Access and Charging Policy 2026 – 2027 will replace this.