

# Welcome!

Dear Parents/Carers

Thank you for your interest in our Early Bells Breakfast Club.

## Our Aims

- 1) To provide a healthy breakfast to children which will help with concentration and performance during the school day;
- 2) To provide a range of fun games and activities;
- 3) For children to feel happy and secure in a welcoming environment.

## Quality Care

Parents and carers can be assured that children receive high quality care and stimulating activities in a safe environment, delivered by trained and experienced staff. Children are supervised as they join their classes at the start of the school day.

We strongly believe that parents/carers participation, suggestions and feedback is a valuable asset to the club.

## Registration

Children will not be accepted into the Club without being registered beforehand. Registration allows parents to give staff key information about their child so that can be met any dietary or other needs can be met.



# The basics

## Rates:

- 1st child in family: £5.50 per session
- Additional siblings: £5.00 per session  
(prices will be reviewed regularly)

## Timings & Club Schedule:

Opening Time: 7:45am – 8.45am daily

Last Breakfasts Served: 8:30am

## Behaviour Policy

At Early Bells Breakfast Club, we aim to maintain individual respect and responsibility towards others. Children will be encouraged to assume responsibility for their own behaviour.

### 6 Simple Rules

- We will keep unkind hands, feet and words to ourselves
- We will always sit down whilst eating and drinking and be mindful of our manners
- We will always walk in the club
- We will look after toys and equipment
- We will be friendly with everyone
- We will not leave the clubroom alone



# Policies and Procedures

## Medical Policy

It is the responsibility of parents/carers to inform the Club Co-ordinator of any medical conditions that may affect their child/ren during their time in the Club. Club staff will adhere to the protocols outlined in the Medical Policies (available on request) if a situation occurs that requires such action.

## Policies & Procedures

The Club has put a number of policies and procedures in place in order to provide the best care for its member children. The documents are available in the Club for your reference and copies available on request from the Club Co-ordinator.

- Health & Safety Policy
- Medical Needs Policy
- Equality and Diversity Policy
- Behaviour Policy
- Safeguarding and Child Protection Policy



## Payment Policy

In order to prevent missed payment of fees, we require parents/carers to book days required and pay a half term in advance of the child attending the club. Application forms are available from the school office and parents are notified to say that places are secured. Any reduction in the days required or to cancel your Breakfast Club place(s) a minimum of 4 weeks notice must be given in writing to the Breakfast Club manager. Email: [breakfastclub@bournvillevillageprimary.org.uk](mailto:breakfastclub@bournvillevillageprimary.org.uk)

If appropriate notice is not given, the fee is still to be paid.

A minimum of 24 hours notice is required to book any additional sessions.

Payment can be made by ParentPay.

## Non-Payment

**Stage 1:** Parents/carers will be asked to pay on the child's next attendance, if fees remain unpaid the child will not be allowed to attend until the fee is paid in full

**Stage 2:** An invoice will be sent direct to the parent/carer

**Stage 3:** Final invoice will be sent

**Stage 4:** One week after final invoice, if the account is still not settled a formal letter will be sent.

***We are available to discuss any problems and work with the parent/carer to resolve issues before such situations should arise***

# Policies and Procedures

## **Feedback/ Questionnaires**

To ensure our high standards are maintained, we respectfully request that parents/carers fill in and return any questionnaires sent regarding club standards, activities and menus.

## **Complaints Procedure**

It is our policy to ensure that both children and parents/carers are totally happy and secure with the provision. Complaints are taken very seriously, and we promise to act within a reasonable time frame to ensure total satisfaction. All complaints and outcomes will be recorded appropriately.

### **Procedure**

1. Write or talk to the Breakfast Club Co-ordinator about your concerns;
2. If the matter remains unresolved, write to Mrs Claire Williams, Head Teacher, Bournville Village Primary School, Linden Road, Bournville, Birmingham B30 1JY;
3. Mrs Williams will invite you to discuss the matter fully within 15 working days.

