

Ravenscote Junior School



Wrap Around Childcare

Early Risers and Ravens Roost Information, Fees, Terms and Conditions September 2025

Our Values

Respect

Responsibility

Honesty

Teamwork

Excellence

Happiness



This document contains essential information about the Before School and Afterschool Childcare facilities, Early Risers and Ravens Roost. Please do take the time to read through this information. Please keep a copy of this booklet to hand so that you can refer to it when necessary.

The Before School & After School Childcare

The before school and after school childcare facility is managed by Ravenscote Junior School. It is open to children of Ravenscote Junior School. Early Risers and Ravens Roost is staffed by Playworkers who are employees of the school. From time to time, other school staff may assist e.g. to provide cover for staff absences. Childcare is available as follows;

Early Risers: before school from 8am to 8:35am Monday to Friday

and

Ravens Roost: after school from 3:25pm to 6:00pm Monday to Friday.

* Ravens Roost does not operate on the last day of term when school finishes at 12.45pm.

Ravens Roost is split between two sessions to allow some flexibility for parents:

- Session 1 runs from 3.30pm – 4:30pm

- Session 2 runs from 3:30pm – 6:00pm

Where is Early Risers and Ravens Roost located?

Early Risers and Ravens Roost is located in The Mulberry Room, in the main school building. You may contact Early Risers/Ravens Roost directly (during operational hours only) on 01276 469009. In the unlikely event of The Mulberry Room being out of use for any reason, the school will endeavour to operate Early Risers/Ravens Roost in an alternative venue within the school. If the school is forced to close for any reason, Early Risers/Ravens Roost will also close and a message will be posted on the school website.

For all enquiries, please e-mail: childcare@ravenscote.surrey.sch.uk

Early Risers and Ravens Roost Fees for 2024/2025

The charge for Early Risers is £2.20 a session. You make your own bookings on your child's Arbor account, by 11.59pm for the following day.

The charge for Ravens Roost Session 1 is £6.60 (until 4.30pm) and Ravens Roost Session 2 is £15.40 (until 6pm).

These charges apply irrespective of whether your child attends an after-school club. The charges for Ravens Roost include refreshments. Fees will be reviewed regularly by governors to ensure they cover the cost of operating the service and a half term's notice will be given for any changes or cancellations. **Please be aware that the charge for an emergency session is £25.**

Is there an enrolment fee?

Unlike many other childcare providers, we currently we do not charge an enrolment fee.



EARLY RISERS BEFORE SCHOOL CHILDCARE

Early Risers is our before school childcare facility and runs from 8am each day.

How to Book

- Parents are to make their own bookings for Early Risers, on your child's Arbor account.
- Bookings must be made in advance
- Bookings **must** be made by 11.59pm, for the following day. Places are very limited.
- Parents will be advised when they can make bookings for a new school year. An app message will be sent to remind parents.
- You can book as many sessions as you need at a time, depending on how far in advance you know your childcare needs. **Please remember that Early Risers places are very limited and get booked up early.**
- Please make sure that your Arbor account is credited with enough funds. You will not be able to make bookings unless your account is in credit.
- Early Risers is very popular and it may not always be possible to accept your child without a booking being made in advance. However, if you do need to use this service last minute and if we are able to accommodate your child a fee of £3 will be charged. We ask that you never just drop your child off without checking that there is space for your child. **Please ask a member of the Early Risers team first.**

How do I pay for Early Risers?

Parents are to make their own bookings for Early Risers on your child's Arbor account. Please make sure that your Arbor account is credited with enough funds. You will not be able to make bookings unless your account is in credit.

Want to pay for Early Risers by childcare voucher?

Childcare vouchers and Tax Free Childcare are accepted for Early Risers and Ravens Roost. Please contact the school by email if you wish to pay by childcare vouchers: childcare@ravenscote.surrey.sch.uk
Childcare is currently registered to receive childcare vouchers from the following schemes; Allsave, Edenred (P20679129), Computershare, Sodexo, Busy Bees, Kiddi Vouchers, Bravo, Wider Plan and Tax Free Childcare. Please email confirmation of your payment from your provider to childcare@ravenscote.surrey.sch.uk stating clearly how much of the payment is for Early Risers and/or how much is for Ravens Roost. The funds will then be credited to your child's Early Risers' account, ready for you to make your bookings.

Can I make changes to my child's Early Risers Bookings?

Yes, you can make changes, or cancel bookings on your child's Arbor account right up until 11.59pm for the following day.

Early Risers Additional Information

- Where do I take my child for Early Risers? You and your child will be greeted at the entrance to year 5/6 at 8am, where your child will be signed in by a member of staff. If you arrive early please do not enter the school site before 7.55am and please supervise your child until Early Risers opens at 8am. We cannot accept responsibility for your child until 8am.
- Children are to be brought into Early Risers by an adult.
- Breakfast is not provided.
- Non-attendance at Early Risers is not followed up. Refunds are not given.



RAVENS ROOST AFTER SCHOOL CHILDCARE

Ravens Roost is our after school childcare facility and runs until 6pm each day*.

* Ravens Roost does not operate on the last day of term when school finishes at 12.45pm.

How do I book Ravens Roost?

In order to ensure that the right number of staff are in place we do need to know which days each child is attending. Therefore, we only accept regular bookings. In order to ensure that the right number of staff are in place we do need to know which days each child is attending. Therefore, regular bookings are given priority. When registering for the first time, please send your request of interest by email to childcare@ravenscote.surrey.sch.uk, stating the days and sessions you would like. Parents who respond to this form will then be sent a further 'Booking and Information' form. Once we receive your booking *request bookings will be processed on a first come first served basis*. **PLACES DO FILL UP QUICKLY, SO PLEASE MAKE SURE YOU SEND YOUR BOOKING REQUEST THROUGH AS SOON AS POSSIBLE.**

Once we have allocated your bookings you will be sent an email confirmation. You will be able to see your bookings on your child's Arbor account. You will then be sent a 'Booking and Information' form to complete asking for Contact/Medical/Dietary information, which must be completed before your child's first session. Your bookings will be continually made for the following half term, until we are instructed otherwise. We require a full half term's written notice to cancel a regular booking.

Regular Bookings

In order to ensure that the right number of staff are in place we do need to know which days each child is attending. Bookings will be continually made until we are instructed in writing to terminate your bookings. A full half term's notice is required to cancel bookings. Places in Ravens Roost get booked up quickly. Please remember that if you cancel your child's place at Ravens Roost there is no guarantee that the place will be available if you need it again in future.

Ravens Roost Waiting List

Where the number of bookings exceeds the capacity of Ravens Roost, a waiting list will operate. You will receive an email if a place becomes available.

How do I Pay for Ravens Roost?

Once we have allocated your requested bookings you will be sent an email confirmation. You will be able to see your bookings on your child's Arbor account. You will also be able to see the balance to be paid. Bookings will be rolled on to the following half term during the first couple of weeks of the current half term, unless we are instructed otherwise. Please remember that a full half term's notice is required to stop your bookings. Payment is required in advance. Please contact childcare@ravenscote.surrey.sch.uk if you need to discuss your payment.

The school reserves the right to cancel the booking for any children where payment is overdue and the place will be withdrawn. Debts will not be able to accumulate beyond the end of each half term.

Want to pay for Ravens Roost by childcare voucher?

Childcare vouchers and Tax Free Childcare are accepted for Early Risers and Ravens Roost. Please contact the school by email if you wish to pay by childcare vouchers: childcare@ravenscote.surrey.sch.uk

We are currently registered to receive childcare vouchers from the following schemes; Allsave, Edenred (P20679129), Computershare, Sodexo, Busy Bees, Kiddi Vouchers, Bravo, Wider Plan and Tax Free Childcare. Please email confirmation of your payment from your provider to childcare@ravenscote.surrey.sch.uk stating clearly how much of the payment is for Early Risers and/or how much is for Ravens Roost.

Can I make one off bookings?

No. Ad-hoc bookings are not accepted, however, subject to staffing and availability, we will endeavour to accommodate requests for emergency bookings. Please email your requests to childcare@ravenscote.surrey.sch.uk giving as much notice as possible. Charges for emergency one-off sessions will be added to your ARBOR account and must be paid within 7 days. **We cannot guarantee availability. The cost for an emergency session is £25.**

Can I make changes to Ravens Roost bookings?

No. A full half term's notice is needed for any changes. We are not able to offer refunds for missed sessions due to illness, school educational visits, club attendance or other absences, or where the child attends only part of a session. Children attending after school clubs, sporting events etc. may then go to Ravens Roost if bookings have

been made. Bookings are not transferable. We require a full half term's written notice to cancel or change a regular booking. Your child's place will then be offered to a child on our waiting list. Any days not used cannot be swapped for other days. If your child is not able to attend Ravens Roost when a booking has been made, please do advise the school so we know the arrangements in advance.

How do I cancel my child's Ravens Roost bookings?

We require a full half term's written notice to cancel a regular booking. Please email childcare@ravenscote.surrey.sch.uk to cancel your child's bookings. Please be advised that if you cancel your child's bookings there is no guarantee that a place will be available for your child if the place is required in future.

After School Extra-Curricular Clubs with Ravens Roost

Ravenscote teachers offer a number of after school clubs, there are also a number of external providers who offer extra-curricular after school clubs at Ravenscote (see our website for details). Teacher led clubs run from 3.30pm-4.30pm and places are limited. Clubs do NOT operate for the whole school year. To guarantee your child's childcare arrangements Ravens Roost bookings must be made in advance. Ravens Roost runs all term* If you are waiting to see which clubs are available before making your child's Ravens Roost bookings please be reminded that there is no guarantee that a place in Ravens Roost will be available for your child. If an after-school club has to be cancelled for any reason, there is no guarantee that a place in Ravens Roost will be available for your child and you may need to make alternative childcare arrangements. Please remember that emergency one off bookings cost £25. Please only send your child to Ravens Roost if you have a confirmed booking and you have completed the 'Child Information' form. By making confirmed Ravens Roost bookings you can be reassured that your child's childcare arrangements are guaranteed.

How does my child get to Ravens Roost?

Please remind your child each morning that they are booked into Ravens Roost. At 3.20pm the children will be taken to Ravens Roost from the classrooms by a member of staff. If your child attends a Ravenscote run after school club first, the club teacher will take the children to Ravens Roost once their club has finished. On arrival at Ravens Roost, a member of staff will record the child's attendance in the daily register and hand them a Ravens Roost hi-vis jacket. **If your child will not be attending Ravens Roost for any reason it is imperative that the school is aware. (see Child Not Attending section.)**

Departure from Ravens Roost

Please collect your child from The Mulberry Room (back of the year 5/6 block.) When collecting your child, please ring on the doorbell at the Ravens Roost door. Please hand back the Ravens Roost hi-vis jacket and sign your child out on the register. Due to safeguarding, it is imperative that you sign your child out of Ravens Roost correctly. Please print your name and state the exact time that you collect your child. Children are not permitted to walk home from Ravens Roost unaccompanied. If anyone other than the parent will be collecting your child you must inform Ravens Roost in advance, (they must be secondary school age or over.) In the event that someone else should arrive without prior knowledge, Ravens Roost staff will telephone the parent/carer immediately for permission to release your child into their care. Please email childcare@ravenscote.surrey.sch.uk or telephone Ravens Roost on 01276 469009.

Can I check what Ravens Roost bookings have been made for my child?

Please check your Ravens Roost bookings in your child's Arbor account. You will clearly be able to see which dates and sessions you have booked.

Should I contact the school if my child not attending Ravens Roost?

PLEASE PLEASE LET THE SCHOOL KNOW IF YOUR CHILD WILL NOT BE ATTENDING RAVENS ROOST!

For the safety of your child, if they will not be attending Ravens Roost for any reason please let us know by **12pm** at the latest, by email childcare@ravenscote.surrey.sch.uk or call the school office on 01276 709007. If a child is absent from Ravens Roost without prior warning, staff will check to see if they attended school that day. A thorough search of the entire premises will then commence. If after 10 minutes of thorough searching the whereabouts of the child is not clear, staff will immediately contact the parents/carers to determine if the child is at home. If we are not able to contact the parent(s) the school's safeguarding lead will be contacted and if necessary, the police will be notified. Refunds will not be given. The Ravens Roost staff will follow up the non-attendance of any child that is booked in for an after-school session, with either the parent/carer or school, as part of its commitment to Child Protection and Safeguarding.

Late Pick-Ups from Ravens Roost and Late Collection Fees

Please contact Ravens Roost on 01276 469009 if you anticipate being late to collect your child. Charges for late pick-ups will be added to your Arbor account and must be paid within 7 days. If you are regularly late in collecting your child, we may suggest that you seek alternative, more flexible childcare arrangements. We reserve the right to charge an additional £25 for every 10 minutes after your agreed finish time of 4:30pm/6pm for late pick-ups, to cover staff overtime costs.

ADDITIONAL INFORMATION FOR EARLY RISERS AND RAVENS ROOST

- For Early Risers parent contact details and child medical information will be taken from the school's information management system.
- For Ravens Roost please complete the 'Child Information' form. Your child cannot attend Ravens Roost without this.
- Bringing personal belongings will be at your own risk. Early Risers/Ravens Roost cannot accept liability for loss or damage.

Behaviour

Early Risers/Ravens Roost prides itself on a happy atmosphere where all children feel safe. Early Risers/Ravens Roost follows the behaviour policy of Ravenscote Junior School and children who are not able to follow this policy may be excluded from Early Risers/Ravens Roost for a short period or permanently.

Complaints

Early Risers/Ravens Roost follows the Ravenscote Junior School Complaints Policy which can be found on the school website. Complaints will be taken seriously and investigated in accordance with the policy. Threatening or aggressive behaviour from parents, carers or children will not be tolerated and could result in a termination of the contract.

GDPR

Early Risers/Ravens Roost follows the Ravenscote Junior School Data Protection Policy and complies with the current GDPR regulations.

Contact Information

01276 469009 - during Early Risers/Ravens Roost operational hours only.

Email: childcare@ravenscote.surrey.sch.uk

