



TELFORD INFANT SCHOOL

SMILES CLUB

TERMS AND CONDITIONS

Our Aims

Our SMILES Club provides a complete “wrap around” facility, providing high quality childcare.

Building upon the ethos of Telford Infant School we aim to provide a safe, happy and stimulating environment managed by caring and experienced play workers.

SMILES Club is committed to safeguarding and promoting the welfare of children and expect everyone in our community to share this commitment. Our Staff all hold a DBS and some Staff hold a Paediatric First Aid Certificate. The Manager also holds an Adult in the Workplace first aid certificate. The Designated Safe-guarding Lead is our Head Teacher Ms Louise Roberts.

Opening Times:

Smiles Breakfast Club: Open 7.45am to 8.45am

Smiles After School Club: Open 3.20pm to 6.00pm

We ask for all children to be collected from the Club by 6pm at the latest.

Venue

SMILES Breakfast Club and After School Club is held in our school hall every day. The Club is equipped with varied and exciting play equipment to give your children an interesting and stimulating start and end to their school day.

Eligibility and Allocation of Places

SMILES provides Before and After School care for all year groups at the Infant School. Junior school provide their own provision for Junior children.

In order to keep the waiting list to a minimum, anyone not regularly using their booked sessions may be contacted to relinquish these to assist families on the waiting list.

Fees from September 2025 are as follows:

Breakfast Club: £6.00 per child per session

After School Club: £14.00 per child per session

Fees are payable in accordance with the terms below and are reviewed each September.

Existing Members

For existing members, an invoice is issued in advance, at the beginning of each half term for the next half term's fees.

Payment of those invoices are required via ParentPay, Child Care Voucher or the Tax Free Credit system within 21 days of the invoice being issued to you. The exact date will be shown on the invoice.

Please note that failure to pay an invoice within the payment period, and persistent late payment after the required date, could result in your child's place being withdrawn.

New Starters

A one off registration fee of £10 per child for Breakfast and After School Club applies when registering your child. Payment of this fee will be added to your first invoice.

For New Starters who already attend the School, an invoice will be issued upon registration. Payment of that invoice will be required within 14 days of the invoice being issued to you.

Invoices thereafter will be issued in accordance with the existing members section above.

For New Starters who are joining Reception at the start of the academic year, an invoice for the Autumn 1 term will be issued during the previous Summer 2 term to those parents who will be paying via the Government's Tax Free Credit System or Childcare Vouchers. Parents paying straight to the School by ParentPay will be invoiced at the beginning of September. Payment of these invoices will be required within 14 days.

Invoices thereafter will be issued in accordance with the existing members section above.

Please note that failure to pay the invoice within the payment period could result in your child's place being withdrawn and action taken against you to recover any unpaid fees.

Childcare Vouchers and Tax-Free Childcare Scheme

We are able to accept full or part payment using either of the above schemes should you have one of these methods available.

Refunds

We regret that we are unable to refund fees should your child not attend on any of the booked sessions.

Fees will not be refunded should School have to close due to events outside of our control, such as adverse weather conditions, polling days. You will not be charged for planned closure days, such as Inset Days and Bank Holidays.

Late Collection

Please note that a £15.00 late collection fee will also apply to each child for every 3 times you are late to collect after 6.00pm. This fee will be added to your next invoice.

Where you incur consistent late collection fees, we may consider withdrawing your child/ren's place at the club.

Ad hoc sessions

Ad hoc sessions are offered subject to availability, but can generally be accommodated. Please contact the SMILES Manager direct to enquire about any available sessions. If it is an emergency on the day then please contact the School Office.

Please note that payment of any additional/ad hoc sessions will be added to your next invoice, or an immediate invoice will be issued if your child does not already attend SMILES regularly.

Booked Sessions

Unless you request an amendment to the sessions initially booked, your places at SMILES will carry forward each academic year throughout your child's time at our School.

If you require a change to your booked sessions please email your new requirements to smilesclub@welearn365.com and we will accommodate your request wherever possible.

Please note that we require a minimum of one month's notice should you wish to cancel any or all of your sessions. Fees will continue to be charged during this notice period.

Registration

To register your requirements please either scan the QI code to complete an online google application or email our SMILES Manager, Mrs Francesca Berry at smilesclub@welearn365.com with the following information:-

1. Child's full name
2. Child's date of birth
3. Child's current year group and class name (for children starting in Reception in the following September, please provide the date you accepted the place with our School with Admissions Service.)
4. Parent's full name and contact details
5. Sessions required and the date you would like them to commence

Your application will be considered as soon as possible and where a place can be offered, a Registration Form and Parental Agreement Form will be provided for completion and return before your Child begins attending.

Non-attendance

If possible please notify the SMILES Manager if your child will not be attending either Breakfast or After School Club during one of their allocated sessions.

Please also let us know if your Child will be attending any other after school clubs should these fall on a day your child is booked into SMILES, so we are aware to expect them at a later time.

Snacks

The children can enjoy healthy choices at Breakfast Club, which include toast, crumpets, muffins, and various fresh fruits. At our After School Club, nutritious snacks are prepared each day and our menu varies across the week. This snack is not intended to replace an evening meal at home.

We are a nut free School and children with allergies, intolerances and lifestyle or religious choices are fully catered for. If your child has any specific allergies it is essential that you inform us of these on the registration form. If your child develops an allergy at a later date please inform the SMILES Manager by email immediately.

Medicine Policy

In the event that your child holds any medication in school SMILES has access to these and any relevant care plans, should the need to administer medication at SMILES arise.

We do not normally administer any additional medication unless your child is prescribed a four times a day antibiotic that is already being administered during the school day. If should you have a query relating to this please contact Mrs Francesca Berry, the SMILES Manager.

Admissions

A copy of our admissions policy is available on our website.

Security

Children will be signed in to Breakfast Club electronically by a staff member which will register the time of their arrival. Children will be also be electronically signed out of After School Club by a staff member, recording the time and adult collecting.

You must inform us, in advance, if you delegate someone-else to collect your child. We are unable to release a child to someone if their details have not been provided to us.

For safeguarding purposes:

Parents are asked to drop off/pick up at the designated places advised in our starting information. We ask you not to wander around the School site. For safeguarding and as a courtesy to our Junior colleagues, please do not walk through the year 3/4 playground, situated to the right of the SMILES door, as this is not our playground.

Please do not use mobile phones whilst on the school site and please use the pedestrian pathways to enter and exit the school sites.

Please do not enter via the vehicular access or through the staff car park.

Please do not enter the school site in a vehicle or park on the driveway or in the staff car park. The car park is not insured for parents/carers to use. Please park on the road legally and considerately to our neighbours.

Behaviour

Our behaviour policy can be found at Club and on the SMILES section of the website and must be adhered to when on the School site or dealing with any staff members.

We expect the children to make safe choices and be kind, polite and caring at our Club and we have strategies in place for managing persistent inappropriate behaviour. A child's place at the Club may be withdrawn due to ongoing unsafe behaviour.

Debt Recovery

Please note that children are unable to attend sessions where payment has not been made in advance. However if there is a problem in paying an invoice please immediately contact the SMILES Manager, Mrs Francesca Berry, who will assist wherever possible.

Non-payment will result in your child's places being withdrawn immediately and should any outstanding debt continue, we will have no option but to refer the matter to our Legal Services Department to consider taking further action against you.

Additionally, persistent late payments made after the required payment date may result in your child's sessions being withdrawn. If you know you are unable to make the payment by the required date please contact the SMILES Manager so that we are aware of the situation.

Contacting Us

If you have any questions, please contact our SMILES Manager, Mrs Francesca Berry:

smilesclub@welearn365.com

07925 823386 between 7.25am and 8.25am, and 3.30pm and 6.00pm.

Outside of these hours, please email, send a text message or leave a voicemail and we will respond to you as soon as possible.

Feedback

We are constantly looking for ways to improve our SMILES Clubs and would welcome any feedback or suggestions you may have.

Last updated 25.09.25