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 Safeguarding Lead is our Head Teacher Ms Louise Roberts.

Opening Times:

Smiles Breakfast Club:	Open 7.30am 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. See Late Collection section.

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.

We do not currently need to operate a waiting list. However, should this become necessary in the future anyone not regularly using their booked sessions may be contacted to relinquish these to keep the waiting list to a minimum and assist those families on the list.

Fees from September 2026 are as follows:

Breakfast Club:	£7.00 per child per session
After School Club:	£15.00 per child per session

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

Booking

The Club operates an online booking and payment system called Magic Bookings. Details of how to log on to your account can be obtained from the SMILES Manager or the SMILES section of the School website.

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the payment period, and persistent late payment after the required date, could result in your child's place being withdrawn.

Parents will need to rebook and pay for sessions every half term in advance for the sessions required. This gives flexibility for parents to amend their sessions accordingly.

Parents are also able to book extra sessions or cancel existing sessions during each half term. Please note that any cancellations require one month's notice and fees will be charged during this time unless you are swapping one session for another.

Whilst we are not currently operating at full capacity, we cannot guarantee that we will always be able to provide the required sessions, so early booking is recommended to avoid disappointment.

Ad hoc sessions

Ad hoc sessions are offered subject to availability, but can generally be accommodated. These are also booked via Magic Bookings up to 7.00am on the day for Breakfast Club amd 3.00pm on the day for After School Club.

If you are unable to book prior to these times please contact the SMILES Manager on the SMILES phone for a Breakfast Club booking and the School office on 01926 425544 for an After School Club booking.

These sessions carry an administration charge of £1.50 per session making the total cost as follows:

Breakfast Club £8.50

After School Club £16.50

Please note that once an ad hoc session has been booked it cannot be cancelled. If you subsequently don't require the session a credit will not be given. However, we can accommodate a straight swap to another day.

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 are joining Reception at the start of the academic year, Magic Bookings will be open from the second week of the previous Summer 2 term to enable parents/carers to book their required sessions. Parents/carers will be unable to book sessions prior to the Reception children's first full time day in school.

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.

You are able to link your TFC account to your Magic Bookings account to make payment easier.

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.

Non-attendance

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

Please note refunds will not be given.

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 the first time you book on Magic Bookings. 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. Similarly if your child is prescribed a 3 times a day medication but is attending After School Club we will administer a dose at the start of the session.

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.

Please ensure you complete a list of collectors (who must be 16 or above) when registering for the first time on Magic Bookings. We do not have access to the lists held in the classroom so this list can be the same or different.

You must inform us, in advance, if you delegate someone other than the adults on your collectors list to collect your child. We are unable to release a child to someone whose 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. Please do not 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 ride scooters or bikes (adults and children) up or down the pedestrian footpath or whilst on the school site.

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.

Non-payment will result in your child's places being withdrawn immediately and should any outstanding debt continue, the matter will be referred 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 immediately.

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 23.10.26