'Care from dawn until dusk'

Before, After & Holiday School Club Policy

Hillside Primary and Nursery School Twilight Club

Document Version Number	1.0
Date of Issue	November 2026
Date of Review	August 2027

Contents

1. Introduction 2
2. Aim of the Provision 2
3. Admissions and Bookings 2
4. Opening Times 2
5. Arrival and Departure 3
6. Food and Beverage 4
   - 6.1 Allergy Management 4
   - 6.2 Menus 4
   - 6.3 Beverages 5
   - 6.4 Packed Lunch & Snacks 5
7. Activities and Play 5
   - 7.1 What Children Should Bring 6
8. Inclusion and SEND 6
9. Behaviour 6
10. Fees and Payments 7
    - 10.1 Negative Balances 7
    - 10.2 Cancellation and Late Collection Fees 7
11. Debt Recovery and Arrears 8
12. Complaints and Concerns 8
13. Other Related Whole School Policies 8

Appendix 1 - Hillside Primary and Nursery School Twilight Club Agreement 9

1. Introduction

Busy mornings and work hours don't always align with the school day, making it challenging to ensure your child is cared for before, after school, and during the school holidays, here at Twilight Club we have it covered.

During term time we are here bright and early from 7am-8.45am, in the afternoon it's 3.15pm-6pm. During the holidays we extend our times to 7am-5.30pm with various sessions available so you can find what's best for your schedule.

2. Aim of the Provision

Twilight Club provides high-quality breakfast, after-school, and holiday childcare in a safe, caring, and enjoyable environment that supports children's wellbeing, development, and learning.
Our aim is to provide support for working parents and carers in a safe, stimulating, and inclusive environment that the child is familiar with - taking pressure off working families with longer working hours.

3. Admissions and Bookings

- All children attending Hillside Primary and Nursery School can attend any of our wraparound clubs
- Children not attending Hillside Primary and Nursery School may be considered for access to Holiday Clubs only – we encourage parents/ carers to contact the school should they wish their child to attend.
- Places are booked via our booking system Parent Pay – all Primary Parents will be given access by the office once your child is enrolled at the school
- Please note, due to Health and Safety and staff-to-child ratios we have a maximum capacity of 45 children at any one time.
- All places are subject to availability, please note that we are very busy and advise booking sessions in advance to avoid disappointment.
- Sessions can be booked up to 24 hours in advance. If you require a late booking (within 24 hours of the session commencing) please contact the school office or Twilight directly - if there is availability, they will book your child onto the required session(s).
- We do not have a waiting list option on Parent Pay – however, if you require a session that is fully booked and would like to be considered for a space should a cancellation occur, please contact the school office or Twilight directly who will monitor and action where possible.
- If you need to cancel your session(s) you can do this via Parent Pay up to 24 hours in advance. For any cancellations within the 24-hour period prior to the session commencing you will need to contact the school office or Twilight directly. Please note that you may incur a late cancellation fee (refer to the fees and payment section of the policy).
- Any non-attendance of sessions without cancellation will be charged at the full rate and is non-refundable as that place could have gone to another child and food would have been prepared.

4. Opening Times

Please see below a table of our current operating hours:

Term Time Clubs	Start Time	End Time	Drop off between	Collect between
Breakfast Club	7.00am	8.45am	7.00am – 8.30am	N/A – taken to classroom
Afterschool Club	3.15pm	5.55pm	N/A - collected from classroom	4.00pm – 5.55pm

Holiday Clubs	Start Time	End Time	Drop off between	Collect between
Holiday Morning Club	7.00am	1.00pm	7.00am – 8.15am	Set Time: 1.00pm
Holiday Afternoon Club	12.00pm	5.25pm	Set Time: 12.00pm	3.15pm – 5.25pm
Holiday School Day Club	8.45am	3.15pm	Set Time: 8.45am	Set Time: 3.15pm
Holiday All Day Club	7.00am	5.25pm	7.00am – 8.15am	3.15pm – 5.25pm

Please note that some clubs require you to arrive/collect at a set time, where others have some flexibility. This is due to the days schedule – what activities have been planned and where. The Twilight staff and children may be in the main hall or any of our outdoor space's dependant on weather – where they have no access to the intercom/gate bell alert. Please ensure you attend on time as detailed below to avoid a delayed response from the team.

5. Arrival and Departure

Please read the below regarding the arrival and departure rules / processes for each club:

Breakfast Club
• Please use the intercom on the pedestrian gate to make us aware of your child's arrival – ensure you select Twilight Club and not the school office (which will not be staffed or be able to grant you and your child(ren) access). • All children MUST be accompanied by an adult when arriving at wraparound care. • Accompany your child to the Twilight entrance where a member of staff will be waiting to greet you – please do not send them across the car park themselves. • The booking register is cross referenced upon drop-off. • If you wish to speak to a senior leader, please feel free to stop for a chat. • Breakfast is served at 8.00am - it really helps if you can avoid arriving between 7.55am – 8.15am where possible as it is our busiest time. We understand this is not always possible. • We have a wide range of toys, equipment and crafts available for the children to choose from during non-dining times. • Children will be taken by Twilight Club staff to their respective class in time for morning registration. • Parents must inform the Twilight Club if their child is going to be absent for the session booked. • Please note that we operate a 24-hour cancellation policy, exceptional circumstances will apply, any refunds due are in the form of user credit to use against future bookings.

Afterschool Club
• Each class is made aware of the children attending Twilight Club for the after-school session. • Children will be collected by a member of the Twilight Club staff, walked through school (not externally) for safety. • The register is taken to account for every child before serving a freshly prepared healthy snack. • We have a wide range of activities available to choose from or a chance to chill out in our calm corner. Outdoor play is available daily (weather permitting) • Collection is from 4.00pm. • All children MUST be collected and accompanied home by an adult at the end of the session – no child is permitted to walk home alone. • Parents/carers must ensure that any person who may collect their child is listed on the agreement at the end of this policy and/or on the system via the school office, including up to date contact details. • Parents must inform the Twilight Club if their child is going to be absent for the session booked. • Please note that we operate a 24-hour cancellation policy, exceptional circumstances will apply, any refunds due are in the form of user credit to use against future bookings.

Holiday Clubs
The following refers to the following clubs: ○ Holiday Morning Club ○ Holiday Afternoon Club ○ Holiday School Day Club ○ Holiday All Day Club ○ Christmas Shop and Drop/ Disco ○ Any other special event days that may be added throughout the year

- Please use the intercom on the pedestrian gate to make us aware of your child's arrival – ensure you select Twilight Club and not the school office (which will not be staffed or be able to grant you and your child(ren) access).
- All children MUST be accompanied by an adult when arriving at wraparound care.
- Accompany your child to the Twilight entrance where a member of staff will be waiting to greet you – please do not send them across the car park themselves.
- The booking register is cross referenced upon drop-off.
- If you wish to speak to a senior leader, please feel free to stop for a chat.
- Please refer to the above table in the 'Opening Times' section for information on drop off and collection times for each club. For special event clubs, details will be published on Parent Pay and Class Dojo alongside the event at the time of advertising.
- Please ensure you drop/off collect at the times published in the aforementioned table to avoid delays in staff intercom responses due to being away from the Twilight main provision room.
- All children MUST be collected and accompanied home by an adult at the end of the session – no child is permitted to walk home alone.
- Parents/carers must ensure that any person who may collect their child is listed on the agreement at the end of this policy and/or on the system via the school office, including up to date contact details.
- Parents must inform the Twilight Club if their child is going to be absent for the session booked.
- Please note that we operate a 24-hour cancellation policy, exceptional circumstances will apply, any refunds due are in the form of user credit to use against future bookings.

6. Food and Beverage

Food is served during each Twilight Club session, whether this be just a snack or breakfast/lunch - please refer to the table below for information:

Club Type	Food Included
Breakfast Club	Breakfast
Afterschool Club	Afternoon snack
Holiday Morning Club	Breakfast & lunch
Holiday Afternoon Club	Lunch & afternoon snack
Holiday School Day Club	Lunch
Holiday All Day Club	Breakfast, lunch & afternoon snack

6.1 Allergy Management

The school is committed to providing a safe environment for all children, including those with food allergies, intolerances, and special dietary requirements. Parents/carers must inform the school office of any known allergies or dietary needs and provide up-to-date medical information where necessary. Staff will take reasonable steps to minimise the risk of allergen exposure during the preparation and serving of food, including checking ingredient information, avoiding cross-contamination, and following individual healthcare plans where applicable. All staff involved in food preparation and handling hold appropriate Food Hygiene training and follow established food safety procedures. While every effort is made to accommodate dietary requirements and ensure children's safety, parents/carers are encouraged to discuss any concerns with the school before their child attends the provision.

6.2 Menus

Food menus are published on the Class Dojo App – please make sure you ask the Twilight Team to add you to the 'class', if not already done so, so you do not miss these or any other information/updates.

There are two term-time menus published throughout the year, as well as Holiday menus. The Summer Menu runs April – October, and the Winter menu that runs October – March.

Example Menu:

Twilight breakfast, Cereal, toast with a choice of toppings and fruit

Contains, gluten, wheat, milk, soya, barley

Twilight after school snack menu.

DAY	Week 1	Week 2
Monday	Hot chicken wrap with veg sticks Contains, gluten, wheat and lupin	Bread roll with a choice of filling, cheese, ham, tuna with veg sticks Contains, Fish, gluten, milk, soya
Tuesday	Cheese and crackers with raisins and apple Contains, milk, gluten, wheat	Fish finger sandwich with veg sticks Contains, fish, gluten, milk, soya and mustard
Wednesday	Sausage rolls with veg sticks Contains, gluten, sulphur dioxide, milk, wheat and pork	Hot chicken wrap with veg sticks Contains, gluten and lupin
Thursday	Selection of sandwiches, ham, cheese or egg Contains, gluten, milk, egg, wheat, soya	Hot dog Contains, Sulphur dioxide, sesame, gluten, soya, wheat
Friday	Hot dog Contains, Sulphur dioxide, sesame, gluten, soya, wheat	Cheese and crackers with raisins and apple Contains, milk, gluten, wheat

Please have a chat with a member of the team if your child has a food allergy or intolerance, we are happy to help. We cater for, gluten free, dairy intolerance, vegetarian, religious reasons and all diagnosed conditions.

6.3 Beverages

No drinks are provided at Twilight Club. However, the children do have access to drinking water and are required to bring a water bottle to refill as and when required.

6.4 Packed Lunch & Snacks

Parents/ carers are welcome to provide a packed lunch or snack for their child to enjoy during the club session. Providing your own lunch or snacks does not decrease the cost of the session – you will still be required to pay the full cost of the session as advertised.

To support the school's commitment to promoting healthy lifestyles, packed lunches and snacks should contain nutritious foods and should not consist primarily of sweets, chocolate, crisps, sugary drinks, or other high-sugar treats. Parents/carers are asked to be considerate of children with allergies and food intolerances when preparing food. As a **nut-free school**, packed lunches and snacks must not contain nuts or nut products of any kind, including peanut butter, Nutella, or other chocolate spreads containing nuts.

The school reserves the right to remove any items that may pose a risk to the safety and wellbeing of children or staff. If unopened in a sealed packet/container, the items will be returned to you at the end of the session. If compromised, then unfortunately the items will need to be disposed of and no reimbursement shall be made to you by the school for the product.

7. Activities and Play

Activities are planned termly and are based around the current terms theme.

For Holiday Club sessions, parents/carers are encouraged to send children in comfortable clothing that they do not mind getting messy or muddy. Many of our activities involve arts and crafts, outdoor play, and creative experiences, which can occasionally result in clothing becoming marked despite our best efforts to minimise this. We therefore recommend that children do not attend in their best clothes. This extends to footwear also.

As outdoor play forms an important part of our provision, we aim to spend time outside whenever possible. Parents/carers are therefore encouraged to ensure children are dressed appropriately for the weather conditions on the day. Failure to provide suitable clothing may limit a child's ability to participate in certain activities safely and comfortably.

Children attending Breakfast Club are unlikely to get messy, other than the occasional accidental food or drink spill during mealtimes. For After School Club, some activities may pose a small risk to school uniform becoming marked. Where appropriate, staff will encourage children to wear protective aprons during craft activities. Parents/carers may also wish to provide an old jumper or spare clothing to help protect school uniform during club sessions. While reasonable care is taken, the school cannot accept responsibility for damage to or staining of clothing resulting from normal participation in activities.

Examples of activities offered:

- Arts and crafts
- Board games and puzzles
- Outdoor play and sports (including the mud kitchen)
- Construction and creative play
- Reading and quiet relaxation areas
- Team games and challenges
- Seasonal and themed activities
- Baking and food-related activities
- Homework and reading support where appropriate

7.1 What Children Should Bring

To ensure that children are comfortable and able to fully participate in all activities, parents/carers are asked to send children to club wearing suitable clothing and footwear that they do not mind getting dirty or muddy. Children should also bring a clearly named water bottle each day.

Depending on the weather and planned activities, parents/carers should also ensure their child has appropriate items with them, including (remember to label items with your child's name):

- A waterproof coat or rain jacket
- Wellington boots for outdoor play in wet weather
- Warm clothing, including a hat, scarf, and gloves during colder months
- A sun hat or cap during warmer weather
- Sun cream already applied before arrival, together with a named bottle of sun cream for reapplication where appropriate
- Appropriate footwear – avoid open toes and ensure foot is covered and shoe strapped to foot safely (i.e no flip flops or crocs and no heeled shoes where walking/activities would be unsafe)
- A change of clothes and/or spare footwear if required

8. Inclusion and SEND

The school is committed to promoting equality, inclusion, and ensuring that all children have the opportunity to participate fully in our wraparound care provision. We welcome children with Special Educational Needs and Disabilities (SEND) and will work closely with parents/carers, school staff, and external professionals where appropriate to support their individual needs. Reasonable adjustments will be considered and implemented wherever possible to enable children to access activities safely and successfully. Parents/carers are encouraged to discuss their child's needs with the school prior to attendance so that appropriate arrangements can be made where possible.

For further information regarding the support available for children with SEND, please refer to the school's SEND Policy on the website, or by clicking here.

9. Behaviour

Twilight Club is run by Hillside Primary and Nursery School; we expect the same amazing behaviour as we do during normal school hours, and for our children to continue following the Hillside Habits:

Be Kind

Be Ready

Be Wise

- **Be Kind** – Show kindness through words and actions, respect differences, and support others.
- **Be Ready** – Come prepared, take pride in your work, and set high expectations for yourself.
- **Be Wise** – Make thoughtful choices, learn from mistakes, and embrace challenges.

You can access our Positive Behaviour policy via the website, or by clicking here.

10. Fees and Payments

- It is a requirement of Hillside Primary and Nursey School that parents pay their fees promptly.
- Fees are to be paid in advance of attending.
- Payment methods are debit/credit card via Parent Pay or Tax-Free Childcare Vouchers (see section below for more information on these).
- The cost of each session and any food included is detailed below:

	Start Time	End Time	Food Included	Cost per Session
Breakfast Club	7.00am	8.45am	Breakfast	£8.00
Afterschool Club	3.15pm	5.55pm	Afternoon snack	£11.00
Holiday Morning Club	7.00am	1.00pm	Breakfast & lunch	£18.50
Holiday Afternoon Club	12.00pm	5.25pm	Lunch & afternoon snack	£18.50
Holiday School Day Club	8.45am	3.15pm	Lunch	£18.50
Holiday All Day Club	7.00am	5.25pm	Breakfast, lunch & afternoon snack	£30.00

- The booking system (Parent Pay) is a 'Pay Now' system to avoid the accrual of any negative balances.
- Staffing levels and food orders are planned according to booked attendance numbers. For this reason, the school reserves the right to recover costs incurred through late cancellations and non-attendance.
- The school reserves the right to review and adjust fees at any time. Parents/carers will be given advance notice of any fee increases wherever reasonably practicable.

10.1 Negative Balances

- Should your account fall into a negative balance at any time, it is your responsibility to repay the debt promptly and in full.
- If sufficient efforts have not been made to clear any negative balance, then access to Twilight Club services may be suspended or placed on hold until any outstanding balance has been settled and the account is returned to good standing.

10.1 Cancellation and Late Collection Fees

- Cancellations made more than 24 hours before the start of a booked session will not incur any charge.
- Where a cancellation is made within 24 hours of the session start time, the full session fee may still be charged. Any decision to waive the fee will be at the discretion of the school and will take into account the reason for cancellation and any history of repeated late cancellations.
- Failure to attend a booked session without prior notification will result in the full session fee being charged. Fees for unattended sessions are non-refundable, as the place has been reserved and staffing and catering arrangements will have already been made.

- Children must be collected promptly at the end of their session. A grace period of up to five minutes will be allowed for a first late collection. Thereafter, or in cases of repeated late collection, a charge of **£1 per minute** will apply from the scheduled collection time.
- If you anticipate being late collecting your child, you must inform Twilight Club staff as soon as possible or contact the school office if it is open. This enables staff to support your child appropriately and maintain accurate records.
- Repeated late cancellations, non-attendance, or late collection of children may result in the school reviewing your use of the provision. The school reserves the right to suspend or withdraw access to any Wraparound Care services where these issues persist.

11. Debt Recovery and Arrears

As previously explained in the last section of the policy; please note that parents/carers are responsible for ensuring that their account remains up to date. Any outstanding balances must be cleared promptly. The school reserves the right to suspend access to Twilight Club services where significant arrears exist, until satisfactory payment arrangements have been made.

Please note:

- Accounts must remain in credit or zero balance
- Action is taken ASAP by parents/carers if there is a negative balance on your account
- Payment plans may be agreed in exceptional circumstances
- Suspension of places may be implemented due to non-payment

The school will make every reasonable effort to work with parents/carers to resolve outstanding balances. However, where debts remain unpaid and attempts to recover them have been unsuccessful, the school reserves the right to take legal action, including pursuing the debt through the Small Claims Court. Any costs incurred as part of this process may also be added to the amount owed where permitted.

We understand that families may occasionally experience financial difficulties. If you are struggling to pay an outstanding balance, please contact the school at the earliest opportunity. We will work with you to explore a manageable repayment plan and, wherever possible, seek to maintain your child's access to the provision while the outstanding balance is being resolved.

12. Complaints and Concerns

The school is committed to providing a high-quality Wraparound Care service and welcomes feedback from parents/carers. If you have any concerns regarding the provision, we encourage you to raise them with the Twilight Club Leader or the school at the earliest opportunity so that they can be addressed promptly and informally where possible. If a concern cannot be resolved in this way, parents/carers may make a formal complaint in accordance with the school's Complaints Procedure. A copy of the Complaints Procedure is available on the school website, or by clicking here. All complaints will be handled fairly, respectfully, and within the timescales set out in the policy.

13. Other Related Whole School Policies

Child Protection Policy	Health and Safety Policy	Allergen and Anaphylaxis Policy
Equality Policy	Data Protection Policy	All school policies can be accessed here

Appendix 1

*****Please complete and return to the school office – non-returns may result in your child not accessing the provision*****

Hillside Primary and Nursery School Twilight Club Agreement

I, _____, parent/carer of _____, confirm that I have read and understood the **Hillside Twilight Club Policy** and agree to abide by its terms and conditions.

I understand and accept that I am the designated **contracting parent/carer** for the child named above and agree to make payment for all booked sessions in accordance with the club's payment terms. If paying by Tax Free Childcare Vouchers I agree to ensure there is credit in the applicable club account prior to making a booking.

I will ensure that any outstanding balance on my account is cleared as soon as reasonably possible, communicating a reasonable timeline clearly with the school. Should my account fall into a negative balance at any time, I acknowledge my responsibility to repay the debt promptly and in full. I understand and accept that access to Twilight Club services may be suspended or placed on hold until any outstanding balance has been settled and the account is returned to good standing.

I acknowledge that the operating hours of Hillside Twilight Club are:

- **Breakfast Club:** 7.00am to 8.45am
- **After School Club:** 3.15pm to 5.55pm
- **Holiday Club:** 7.00am to 5.25pm

I understand that all children must be collected no later than:

- **6:00pm during term time**
- **5:30pm during school holidays**

I am aware that late collection charges may be applied in accordance with the club policy.

Parent/Carer Details			
Name		**Signature**	
Phone No		**Alt. Phone No.**	
Email		**Date**	
Collection Details Other than the named person above, I give permission for the below people to collect my child(ren):			
Name		**Relationship to child**	
Phone No		**Alt. Phone No.**	
Name		**Relationship to child**	
Phone No		**Alt. Phone No.**	

Office Use Only			
Date Received		**Child Added to Register**	☐ Yes ☐ No
Staff Name		**Staff Signature**	