



Twilight Club

**A Wraparound Care After School Club for
Parents/Carers of children attending New Milton
Infant and Junior Schools**

**Important
Information for
Parents/Carers**

Dear Parents/Carers,

Welcome to the Twilight After School Club.

We are based at New Milton Infant School and the club is run by school staff. We provide safe and stimulating play in a sharing caring environment. We provide a friendly service in a safe, familiar setting.

OPENING HOURS

Our club opening hours are 3:20pm-6:00pm.

We offer two choices for length of session stay

- 1) 3:20pm-5pm = Cost £10 per day
- 2) 3:20pm-6pm = Cost £13 per day

Children may be collected at anytime before the end of the booked session, however the latest pickup time is 6pm. Any children who are not collected by 6pm will incur a financial penalty

HOW TO BOOK

All sessions must be booked online no later than 9am on the day using the New Milton Infant School's Arbor portal. If your child attends New Milton Junior School, you will need to contact the Infant school to request an Arbor Infant School account to be opened for your child before you will be able to book your child to attend Twilight Club.

You are able to pay using the following methods:-

- Online via your Infant School Arbor Account (contact NMIS if your child attends NMJS)
- Childcare vouchers or Child Tax Free Savings Account.

(If paying via this method, please email the school office@nmis.hants.sch.uk with details of your payment and reference number so that we can set this facility up on your Arbor account.

SNACKS

A snack meal will be offered, however please note that this will not replace a main meal.

If your child has any food allergies, you must inform New Milton Infant School of the full details of the allergy before booking a place for the first time.

STAFFING

All staff hold an Enhanced DBS, a first aid and childcare qualification and a food hygiene qualification.

Children from both schools are escorted to the Twilight Club building by the club staff.

COLLECTION

When collecting your child, please come to the ? gate and await a member of staff to bring your child over to you.

If there is a change to the usual parent/carer collecting your child to someone not on your contact list, please notify the school office in advance. (Please note the school office closes at 4pm Mon-Thurs and 4pm on Fridays.)

LATE COLLECTIONS

All children must be collected by 6pm at the latest.

In the event of an unexpected delay in collecting your child, please notify us as soon as possible on the Twilight emergency phone number.

Please call us as soon as possible in you are delayed as it can cause your child distress if you are not there when Twilight club finishes.

Any children who are not collected by 6pm will incur a penalty charge of £10 per 15 minute delay.

ACTIVITIES

Our programme of activities places an emphasis on providing safe and fair play and we aim to be creative, stimulating and varied within a relaxed and friendly atmosphere.

Each child is encouraged to make choices in their play activities in order to promote self-confidence, independence and self-esteem.

INDOOR ACTIVITIES

Our Indoor activities may include:-

- Art using various mediums**
- Crafts using a wide variety of textures and materials**
- Role play including dressing-up to facilitate imaginative play.**
- Construction toys**
- Board games**
- Music, dance and songs**
- Sand and water play**

We also offer a quiet area for relaxing and reading.

OUTDOOR ACTIVITIES

We have a wide range of outdoor play equipment and children are encouraged to gain fresh air and exercise at every opportunity, as we recognise the importance of being outdoors to aid their growth and development.

BEHAVIOUR

We expect good behaviour from our children, and our adults and children alike show respect for each other. We use various techniques to encourage good behaviour including praise and rewards such as stickers and prizes. We also use distraction techniques and discussion. Children are encouraged to follow the school rules.

POLICIES AND PROCEDURES

As an integral part of New Milton Infant School, Twilight Club is inspected by OFSTED at the same time as the school inspection. The club's statutory policies, procedures and guidelines are available for view online on the school website.

EQUAL OPPORTUNITIES

We are committed to taking positive steps to ensure that we provide a safe, caring and welcoming environment that promotes and reflects cultural and social diversity and is equally accessible to all. We aim to achieve an environment free from discrimination and will endeavour to challenge both Direct and indirect discrimination in our decision making, employment practices and service provision. We aim to treat all children and their families with equal concern and value. We are an inclusive club and try to meet the needs of all pupils.

SAFEGUARDING

We aim to protect all children in our care and keep them free from harm. Our safeguarding procedures are as part of the school and are available to view on our website. They are in accordance with National Childcare Legislation and the childcare act Working Together to Safeguard Children and Keeping Children Safe in Education.

All staff receive regular child protection training in these procedures and guidelines.

ACCIDENTS & SICKNESS AT TWILIGHT CLUB

Should your child have an accident, i.e. a fall or a bump, trained first aid staff will offer appropriate treatment and complete an accident record slip. Parents will receive a copy.

Should your child be taken ill or have an accident at Twilight Club we will telephone you immediately.

It is parent/carer's responsibility to keep the school informed of any change of contact details.

If your child has a medical condition/ or is currently taking medication you must inform New Milton Infant School.

COMMITMENT TO PARENTS/CARERS

We value our relationship with parents/carers and are committed to working in partnership with you to provide high quality play and care for your child.

We aim to: —

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed about our opening times, fees and programme of activities through regular newsletters and emails.
- Be consistent and reliable to enable you to plan for your child's out of school care with confidence and peace of mind.
- Share and discuss your child's achievements, experiences and friendships.
- Listen to your views and concerns to ensure that we continue to meet your needs.

FURTHER INFORMATION

If you require any further information about our club please call in to speak to a member of our Twilight club staff, who will be happy to talk to you.

TERMS AND CONDITIONS

By booking a session at Twilight Club, you are deemed to have read and accepted our terms and conditions.

Places are allocated on a 'strictly first come, first served' basis. We are happy to accept short notice same-day bookings when we have places available – please contact the school office by to book this – however we cannot guarantee availability of places. If you require a regular space for your child(ren) due to work commitments etc. please block book your sessions in advance to guarantee your child's place.

CANCELLING A BOOKING

Bookings can be cancelled prior to the day of the booked session. Any cancellations on the day will be charged for in accordance with our standard fees and charges.

Fees & Charges – The current session charges are detailed on the Arbor portal. These prices will be reviewed annually. All sessions must be booked by 9am on the day of the required session. Any children who are not booked onto the day's club session will be refused entry and you will be required to collect your children at the usual school finish time.

We try to keep fees for the wraparound care to a minimum so that they are affordable for all, by running the club as efficiently as possible to minimise costs. Please help us keep our charges low by not falling into arrears on your club account.

You are able to pay using the following methods:-

- Online via your Infant School Arbor Account (contact NMIS if your child attends NMJS)

- **Childcare vouchers or Child Tax Free Savings Account.** (If paying via this method, please email the school before your first booking so that we can enable your Arbor account to accept vouchers office@nmis.hants.sch.uk Please also contact us with details of your payment and reference number.

LATE FEES

We understand that there are occasions where late pickups are unavoidable. If your child is collected after 6pm the following late fees will apply:

Late Fee - £10:00 up to 15 minutes after 6pm and then £10:00 per 15 minutes thereafter. You will be requested to sign a form by one of the club staff confirming that you have collected your child late and therefore will be liable for late fees

LATE SESSION PAYMENT FEES

Unless there is a prior arrangement, a charge of **£20** will be made for fees outstanding at the end of the first week after the due date. Payments at this time will only be accepted by cash or online. Any accounts not settled in full after this time will be referred to Hampshire County Council Debt Collection agency

BOOKING SESSIONS VIA THE ARBOR PORTAL OR APP

On the Arbor Portal or App, from the dashboard you will be able to click on **Activities/Clubs** where it will show the various clubs available for your child. You can then register your child to attend **Twilight club**. [Signing my child up for a Club on the Parent Portal or Parent App – Arbor Help Centre \(arbor-education.com\)](#)

You will need to top-up the balance of your child's account before making a club booking, unless you have informed the school that you intend to pay via a childcare voucher.

[Topping up accounts and viewing payments in the Parent Portal – Arbor Help Centre \(arbor-education.com\)](#)