



**'At Bright Stars Plymouth CIC we promote equality between all people regardless of their sexual orientation, religion, race, gender or disability'**

Review Date : May 2026

## **Registration and Booking Procedures**

### **Policy Statement**

At Bright Stars Club our policy is to make the club accessible to all children and families attending Yealmpstone Farm Primary School. We aim to ensure that our club welcomes all sections of the school community through open and clearly communicated booking and registration procedures.

### **Registration**

The club accepts children aged 4 to 11 years who attend YFPS. The club operates from 7.30am - 8.45am and 3.15 - 6.15pm, Monday to Friday, term time only.

The club will also operate during some school holidays and the specific dates and times that the club is open will be advertised on an individual holiday basis.

All children must be registered with the club in order to attend. A registration form must be completed for each child. All records will be secured in a locked cupboard in line with our Confidentiality Policy which will be kept in the administrator's office. At the beginning of every term, a letter will be sent to parents/carers advising them to regularly update their contact details.

We ensure that information about Bright Stars Club is accessible to all families. Copies of our booking and registration forms are available from the school's reception and online via the website.

### **Session and Ad-hoc Bookings**

The club is flexible about attendance patterns to accommodate the needs of individual children and families.

Bookings are taken on a first come first served basis. The club accepts 50 children per session but this depends on the staff ratio on the day. Children will be placed on a waiting list for particular sessions if the club exceeds this number. Parents/ carers will be contacted once a place becomes available.



Confirmation of places for new attendees can be given if requested on the booking form (Please see appendices for a copy of the booking form)

Booking forms are issued via the school reception before the start of each half term. Forms should be returned with payment by cheque or childcare voucher, prior to the start of that booking period.

Ad hoc bookings can be made via the school (01752 343411) but are subject to places being available and staff ratio. The manager will confirm places. Sessions should be paid for at the time of booking or when collecting a child. We have the right to refuse any family for non-payment of fees

Refunds for cancelled sessions will not be issued unless one week's notice is given to the manager. The club operates a credit system for cancellations which are redeemed off the next booking fees however; the club will issue a cheque if asked for in writing.

#### Terms and conditions of booking

- 1) Bookings must be made in advance to the manager
- 2) Fees should be paid half termly in advance
- 3) Ad-hoc bookings will be accepted if places become available but must be paid for at the time of booking or when collecting the attendee. The club has the right to exclude a family for non-payment of fees.
- 4) All KS1 and foundation children will be collected from the assembly area outside Year 2 and escorted to the club by the clubs support staff. KS2 children will make their own way to the club. KS1 and Foundation Children attending other after school clubs will be brought to Bright Stars Club once their club has finished. KS2 children will make their way to Bright Stars Club when their other school club has finished.
- 5) Children must be collected promptly at the scheduled end of the session.  
Continuous late pick up will result in a meeting with the head teacher who will determine the reason for lateness and establish an agreed plan to change behavior.
- 6) Children will only be allowed to leave the club with a known parent/carer as identified on the registration form. The club will refuse collection of a child if the person is unknown to the manager/support staff or no permission has been given.  
Please see our Collection Policy for full guidelines



- 7) If the fire alarm is activated during one of the sessions, children will be kept safely until they are collected by one of the approved people above
- 8) The club reserves the right to exclude a child if he or she consistently misbehaves or if any of the terms and conditions are not adhered to. Prior to exclusion, any problems will be discussed with the parent/ carer in order to attempt to resolve the difficulties amicably. (Please see Behaviour Policy.)
- 9) Any accident or incident and resulting action will be recorded in the accident book and a verbal message is given to the parent/carers when they pick up.
- 10) The club will not accept responsibility for the loss or damage of any personal belongings
- 12) Bright Stars Club is inspected and registered by Ofsted through the school. It complies with OFSTED'S standards and the Early Years Foundation Stage and child protection guidelines as laid out in Plymouth Safeguarding Children Board guidelines and the procedures outlined in 'What to do if you're worried that a child is being abused'.

**This policy will be reviewed annually**

**This policy was updated May 2024**

Signed

(Chairperson)