**HIGH FLYERS**

**Questions and Answer sheet**

Why choose ‘High Flyers’ After School club?

This will be an exciting place to come after school, where your child will find lots of activities, games and crafts making to can take part in. Throughout our themed terms we do fun things like painting, cooking, dancing and imaginative play. Your child will have an input as to what activities they would like to do. Most of the time children enjoy ‘free unstructured play’, this is where they can play freely and embrace their own imagination.

They can read, do their homework, relax, watch a movie (sometimes) and play. We make it so the children feel relaxed, and want to come again and again.

You will have peace of mind knowing that your child is in a safe, secure and familiar place, with no guilt as they will be having so much fun. Some children actually attend just because they want to.

I need some more information.

Our new web site has lots of information web: [**www.highflyers.org.uk**](http://www.highflyers.org.uk)

It includes our prospectus, Parent hand book, who we are, prices and links to our online booking system. You can also call any time or pop in to see what we do.

Who do I contact?

You can leave a message or a text on our mobiles at you particular setting. That way the manager will get your message directly. Numbers are on the bottom of this sheet our webpage.

Account matters: You can call any time, during office hours only on: tel: 07766 290 242 email: highflyersclub@hotmail.co.uk

During session time, you will need to call your own settings mobile. Details are on High Flyers website on your school’s page.

Your school reception will have contact details too.

How do I book?

We have an online booking system

You can book online: https://highflyersoxfordlimited.ipalbookings.com/

This is just so handy for working parents especially if you work a shift pattern.

What time can I collect my child?

You are able to collect your child at any time, if we are not in the room or playing outside, you can ring the doorbell or you can call the mobile number for your setting and we will come and let you in. If you do know in advance we would prefer for you to let us know.

Do I have to book in advance?

The best way for you to secure a regular place is to book in advance. We offer a really flexible booking system so you only have to book what you need. However, if you work and need a certain day of the week, it is best to book as far ahead as you can. You can book the whole year, and the system will only charge you monthly if opt for’ part payment’. We only have so many places for each session.

If you have registered your child (legally we need to hold all information on any child in our care) and if there is a place available you can book on the day or in emergencies. Just go online and book.

Can I pay with vouchers?

As we are an OFSTED registered provider, we accept child care vouchers. The list below are the regular companies we accept along with the government vouchers, but please just let us know the company you are will be using and we will give you all our details.

How can I pay?

You pay online when you book, by BACS, vouchers or card (**no booking fee** for voucher or Bacs payment)

Online Banking: Barclay's Bank Sort Code: 20 03 84 A/C: 83967069

Please use your child’s name as a reference for any payments. Especially if paying by vouchers.

My booking says pending. Is my child booked in?

Yes. If an invoice is pending, this means is pending payment verification but your child is securely booked in.

I’m trying to book and I can’t book a place for my child?

If we a full, the system will not enable you to book. However, there may be another session time available. It maybe you have an outstanding balance, more than one pending payment or a negative balance in your wallet.

Where do I collect my child from?

At each school High flyers is in a different location. Please go onto the relevant page to your school on our website.

I’m running late, what do I do?

Firstly, call your settings mobile, to let them know. When setting up your registration you will have been asked for people that are able to collect your child. If the person you can get to collect isn’t on the list, please call the manger to let them know.

**It’s a good idea to have High Flyers mobile number in your phone:**

Christopher Rawlins Primary School mobile number: 07818 558680

Deddington C of E Primary School  mobile number: 07502 293 025

St Mary’s Catholic Primary School mobile number: 07887 925 866

Kirtlington C of E Primary School  mobile number: 07397 102 111

Wood Farm Primary School 07799550567

Middleton Cheney Primary Academy 07444 192465

Bishop Carpenter C of E Primary School 07798 672530

Can my child come on the day?

We will do our very best to help you in those last-minute emergencies. We pride ourselves on the fact that we are here to support parents in any way we can, to enable this we are as flexible as possible. As long as your child is registered with us, you can book on the day, spaces permitting.

What food will there be?

There will be a snack provided during registration and drinks available at all times. The light tea served after 4.30 will be sandwiches, beans on toast, or pasta. We will be promoting a healthy lifestyle, and a balanced diet. The children will be involved in choosing meal time favourites. We also try to education the children on healthy eating, making the right choice and getting them involved in tasting sessions.

How will my child come to you?

The children will be escorted to or from their respective classes by a member of staff at the start/end of the school day. We will be able to collect children from other after school clubs or activities that are held on school site. Please could you advise us of the time/ activity as any changes to arrival and collection time please.