



The Copse@Hillcross  
**HILLCROSS PRIMARY SCHOOL**

### **Terms and Conditions**

In line with our school mission, vision and values, The Copse@Hillcross aims to provide excellent care for our children in a safe and friendly environment that promotes respect for all. This document outlines our operating procedures and related policies so that you have a clear idea of how the clubs operate. The Copse@Hillcross is led by the school directly and therefore all main school policies and procedures also apply – these are available on the school website.

### **Operating hours**

- **The Breakfast Club** (BC) operates Monday to Friday (term times) from 7.15am until 8.30am when the children are taken to the main school. Breakfast Club is in the main Copse building, the older children may also use The Orchard.
- **After-school Club** (ASC) operates Monday to Friday (term-times), from 3.00pm until 6.00pm. On the last day of each term, the After-school Club will close at 5.00pm. ASC is extremely popular and operates from three spaces:
  - The Main Copse Building: Nursery and Reception from 3pm; Year 1 and Year 2 from 5pm (Monday to Thursday). Nursery, Reception, Year 1 and Year 2 from 3pm; all children from 5pm (Friday)
  - The Tulip Room: Year 1 and Year 2 from 3pm; Year 3- Year 6 from 5pm (Monday to Thursday).
  - The Orchard: Year 3 – Year 6 from 3pm to 5pm (Monday to Friday)

All spaces have both indoor and outdoor provision that the children can access. They also have quiet spaces available where children can complete home learning or relax and unwind after a busy school day.

- **The Holiday Club** (HC) operates Monday to Friday (excluding bank holidays) from 8.30am to 4.30pm at the following times of year:
  - Half term breaks (October, February and May)
  - Easter
  - Four/Five weeks of the summer holiday depending upon the length of the break

At our holiday club the children have a choice of indoor and outdoor activities. We provide a range of resources for your children to play with and help them socialise in a friendly setting such as books, board games, puzzles and the use of a computer with educational/age appropriate games. Children also engage in fun experiences such as arts, crafts, a range of sports and cooking activities. We plan themed weeks such as 'Art Attack' and 'Beautiful Beasts' and a range of special activity days such as dress-up days, picnics and trips to the park. The Holiday Club is available to Hillcross children only, from nursery to Year 6. It operates from our existing Copse spaces and children can access other areas within the school too e.g. the Food Tech Room.

### **Booking The Copse@Hillcross**

In order for us to be able to provide adequate staffing levels to care for your children:

- **Planned sessions** must be requested and paid for in advance (subject to availability).
- **Additional sessions** can be requested on an occasional basis (there is a slightly higher charge for unplanned sessions – see below). This will create an outstanding balance on your MCAS account that should be paid at the time of booking.
- **Notice Period:** If you wish to change sessions permanently or cancel your child's place, you must give the school half a term's notice.



The Copse@Hillcross  
**HILLCROSS PRIMARY SCHOOL**

How to book

**Fees**

Fees must be paid in advance. The charging structure is as follows:

**Breakfast Club**

From 7.15am: £8.50

From 7.30am: £7.50

**After School Club**

Until 5.00pm: £13.00

Until 6.00pm: £18.00

**Holiday Club**

Cost per day: **£40.00** (£50 from July 2025)

**Late collection will incur a penalty of £12.50 per half hour.**

These will be charged in half an hour increments, from either 5pm or 6pm. Staff are only paid for their contracted hours and overtime has to be paid if they stay on to wait for a parent who is late, even for a short period of time.

- ❑ No refunds are offered for cancellations without the required notice being given.
- ❑ Sessions missed through absence (sickness/holiday) or attendance at any in-school, or out of school, extra-curricular activity such as school trips, residential trips, extracurricular club, attendance at a sporting event will not be refunded, nor can adjustments be made to invoices in advance of the event.

How to Pay

Payments must be made in advance, and can be made via:

- ❑ Bank transfer
- ❑ Childcare Choices/Vouchers
- ❑ [MyChildAtSchool Account \(Bromcom\)](#)

**Non/late-payment will incur a charge of £5 per day and may forfeit your child(ren)'s place.**

*Fees will be reviewed annually and half a term's written notice will be given of any change.*

**Unplanned/Occasional Bookings**

Subject to staffing availability, it may be possible for parents to book a place at The Copse BC, ASC or HC on a one off occasion to accommodate unforeseen changes to childcare arrangements or working hours. These can be made via your [MyChildAtSchool \(Bromcom\) Account](#). If you wish to extend a Breakfast Club or After School Club Session this request should be made via email to [info@hillcross.merton.sch.uk](mailto:info@hillcross.merton.sch.uk). In order to cover the administrative costs of such bookings, the charges for unplanned/occasional bookings payments will be as follows:

**Breakfast Club**



The Copse@Hillcross  
**HILLCROSS PRIMARY SCHOOL**

From 7.15am: £11.50

From 7.30am: £10.50

Unplanned/Occasional Extended 15 Minutes (7.15am - 7.30am): £4

**After School Club**

Until 5.00pm: £15.00

Until 6.00pm: £20.00

Unplanned/Occasional Extended Hour (5pm - 6pm): £7

**Inclusion**

We aim to offer all children access to the Copse Clubs. We welcome children with a range of needs and disabilities but we reserve the right to withdraw the offer of a place where the needs of a child are so significant they impact on their own safety and well-being, or those of other children. Where a child's additional needs require additional adult support in order for them to safely access the main school provision, a meeting will be held with parents to discuss whether it is in the best interests of their child to request the Copse Holiday Club to meet their childcare needs before offering a place.

**The Team**

We aim to ensure that the majority of our staff hold, or are working towards gaining, a childcare qualification and/or will have previous experience of working with children. All staff are trained in Child Protection, First Aid and Health and Safety. There will always be at least one member of staff with a Level Three Qualification and one member of staff with a full Paediatric/First Aid at Work qualification.

**Meals**

- **Breakfast Club:** We will provide a healthy choice of cereal or toast, alongside water and juice as refreshment.
- **After School Club:** Caterlink provides the evening snack. The three weekly menu can be found on the school website – we will notify families when this changes. Children eat their snack in the school hall between 3.10pm and 4.10pm. Children who are collected early may not have had their snack.

*Please do not send any food in from home.*

**Drop off/Collections**

You will enter the school site via the Ashridge Way gate using The Copse@Hillcross intercom to gain access to the school site when dropping off and collecting your child. **Please buzz to alert staff of your arrival even if the gate is open.**

Please ensure that you:

- **Pick-up promptly.** If you have any difficulties, you will need to contact us on The Copse@Hillcross: telephone number 020 8353 4157. Late collection fees will apply (see above).
- **Let us know in advance if someone other than yourself will be collecting your child.** We will not let any child leave the club with anyone other than his/her usual parent/carer unless we have been informed in advance. We will always refuse to allow a child to leave with anyone we have not been



The Copse@Hillcross  
**HILLCROSS PRIMARY SCHOOL**

informed about, or who does not know the Parental Password, or who appears to be under 14 (without ID) or who appears to be unsuitable for any other reason.

- To keep our children and staff safe, **please ensure that you close all gates behind you** when entering and exiting different areas of the school and monitor the activity of other people who enter with you, especially if they do not use the intercom to alert staff of their presence.
- **Collection from Extra-Curricular Clubs: if you have booked your child in to a Copse After School Club session but arrive at school in time to collect your child directly from an extracurricular club (e.g. football or chess), please inform the Copse Team member of staff who is supervising ASC snacks in the school hall.**

**Procedure to be followed in the event of a child not being collected**

In the event of a child not being collected at his/her usual time, and we have not had notification from the parent/carer, we will try to contact other persons on the child's contact list. If we are unable to contact any of the listed persons within half an hour of the late collection, Merton Social Services will be contacted and their advice will be followed. Late collection fees will apply (see above).

**What is on offer for the children?**

The children will have a choice of age appropriate indoor and outdoor activities. Each setting is resourced and organised with the age and interests of the children who attend the setting in mind. A member of the Copse Team will lead a main activity each day. Activity ideas are discussed and planned with the children and include a variety of experiences which range from crafts to cooking and creating treasure hunts to den building. There is also a wide range of activities and equipment for children to play with independently, such as sand and water play for our younger children and pool or table football for our older children. The children are encouraged to follow their own interests and to play collaboratively.

There is space made available for children to complete home learning if they choose to do so but we do not have enough staff to provide direct support for them to complete it. We do have the option of watching TV in all settings – this is often welcomed by children at the end of a long day or could be used as a stimulus for activities and experiences but this is carefully monitored.

**Behaviour Management**

This will be managed in line with the main school policy which can be found on the school website.

**Sharing Important Information**

The Copse Team can access your child's information via their Bromcom account but we recommend that you keep Copse staff up-to-date with any changes you make to the details held in order to avoid any confusion resulting from a delay in the information getting to them. It is also important that we know of any recent illness or injury suffered by your child(ren) and it is helpful to know of any other circumstances that may affect them. All information will be treated in the strictest confidence.

**Illness and accidents**

This will be dealt with in line with school policy.



The Copse@Hillcross  
**HILLCROSS PRIMARY SCHOOL**

We ask you not to allow your child to attend the club if he/she is not well. Infections can spread very quickly in children's facilities. Conjunctivitis and stomach upsets are two of the worst offenders. Exclusion times for communicable diseases are included in our policy documents.

We can only administer medicines prescribed by a doctor and if you have completed the necessary forms (see school website).

### **Other Important Information**

- **Bikes/Scooters:** Please remember that if your child brings a scooter or bike to school, these must be stored in the bike shed at the Ashridge end of the school. If you come to school in the morning via the Monkleigh Gate, you or your child can walk the bike/scooter across the front playground to the bike shed situated near The Copse. We will not be able to give access to the playground when your child is collected from The Copse.
- **Extra-curricular Opportunities:** Unfortunately we do not have the staffing capacity to take children who attend the Breakfast or After School Clubs to events such as The Book Fair or FoH events as we have to maintain appropriate staffing ratios in all settings. Where possible, we try to make sure that there are a range of options to enable families to attend and we encourage families to support each other by taking it in turns to make arrangements to take each other's children. If you do make such arrangements, please make sure you share this with us via [info@hillcross](mailto:info@hillcross).

### **The Holiday Club**

Some arrangements for the Holiday Club are slightly different because the main school is closed.

### **Contact Us**

The school is closed so please use the following numbers to contact the holiday club team:

- Mobile: 07519480088
- Email: [holidayclub@hillcross.merton.sch.uk](mailto:holidayclub@hillcross.merton.sch.uk) (this will only be checked when main school staff are working)
- Landline (8.30-9.00am and 4.00-4.30pm): 020 8353 4157 (please note messages left on this machine are not checked regularly because the staff are focussed on playing with and supervising the children).

### **What to wear**

Please ensure your child is wearing age appropriate, comfortable clothing and footwear, suitable for physical activity and messy play as well as the day's weather conditions (e.g. a sun hat on a sunny day and/or a coat or waterproof jacket if there is rain forecast). The elements of the school uniform policy that link directly to health and safety still apply, including:

- ☐ Footwear should be practical - not sling-back, open toed or heeled.
- ☐ Long hair should be tied back.
- ☐ No jewellery should be worn, ideally this would include earrings due to the nature of the activities the children engage in. If children are wearing earrings and it is deemed unsafe, we will use plasters or tape to cover them.

### **Lunch (and optional snack)**



The Copse@Hillcross  
**HILLCROSS PRIMARY SCHOOL**

We do not provide food for children at the holiday club. Please ensure your child has eaten breakfast before they arrive. Your child will need to bring a healthy lunch and a refillable water bottle, we will encourage them to drink plenty of water throughout the day. We recommend that all children are also provided with a mid-morning snack. Please remember that we are a nut-free school and that fizzy/energy drinks should not be sent into the club. *Please refer to the school website for information on healthy packed lunches and snacks.*

**Please do not send in toys, games or other items from home.**

If you feel your child needs a comfort toy, please ensure they understand this must stay in their bags and they can access it if they need it – they usually don't, just knowing it is there is enough!

**Drop off/Collections**

- Please enter the school site via the Ashridge Way gate and use The Copse intercom to gain access to the school site when dropping off and collecting your child(ren).
- The holiday club opens at 8.30am (if you arrive before this time you will need to wait with your child until the staff have finished setting up) and the children must be collected promptly at 4.30pm.
- If you arrive after 9.15am, or come to collect your child before 3.45pm, we cannot guarantee that the children will be in The Copse building as they use all areas of the school across the day. If you know in advance that you will be doing this, please let the staff know in advance - they will not necessarily be able to change their plans but they will know to listen out for your call when you arrive. If the holiday club is not in The Copse Building please call 07519480088. Please note you may have to wait for appropriate arrangements to be put in place for the supervision of the other children before staff are able to bring your child to you so please allow time if you have an appointment to get to. The priority will always be the safety of the children.
- Holiday Club finishes at 4.30pm. If you know you are going to be late collecting your child or someone else is going to be collecting them, you must contact us as soon as possible on The Copse@Hillcross mobile 07519480088 or The Copse@Hillcross landline 020 8353 4157 so that we can try to make arrangements for someone to be available to stay with your child until you arrive. Please note that as the school is closed and all staff finish work at 4.30pm, if someone has to stay behind to wait with your child, you will be charged £12.50 per half hour in order that they can be paid for their time.
- We will not let any child leave the club with anyone other than his/her usual parent/carer unless we have been informed in advance. We will always refuse to allow a child to leave with anyone who does not know their password or who appears to be under 14 (unless they have valid ID). Please note that if a member of staff has to wait beyond 4.30pm until confirmation has been sought from a parent you will be charged in order that they can be paid for their time.

**Medical/Illness**

- If your child is unwell and cannot attend, please let the Holiday Club Team know by giving them a call on one of the numbers above (between 8.30-4.30). They do not have access to the Holiday Club email address so if they have not heard from you they are likely to call to check in.
- If your child has any medical conditions, please make sure that your child's medication is taken to the Holiday Club and that a member of the Team knows how to support your child.



The Copse@Hillcross  
HILLCROSS PRIMARY SCHOOL

- If your child is prescribed medication from a doctor whilst attending holiday club, the same procedure for administering medicines apply. Please click on this link to the relevant website page <https://www.hillcross.merton.sch.uk/page/?title=Administering+Short+Term+Medicines+in+School&pid=51>) and ensure the necessary form is completed before you bring your child to school.

### Additional Sessions

If you want to book extra sessions, these have to be booked in advance, preferably via the holiday club email and paid for in advance. However, you can make a request to a member of the team for additional days but they cannot agree to this. They will direct your query to the SLT Duty member, who will be able to confirm availability of a place. Therefore, please give us as much notice as possible.

If you have any queries please speak directly to a Team member at drop off or pick up– we will not be regularly checking Holiday Club emails.

### Parental Agreement

- ✓ I have read and understood the terms and conditions set out above.
- ✓ I agree to abide by these terms and conditions.
- ✓ I understand that there may be variations given in writing by **The Copse@Hillcross** from time to time.
- ✓ I also understand that any breach of these terms and conditions may lead to my child(ren)'s place being withdrawn.

Signed.....

Name                                      of                                      Parent/Carer                                      (please                                      print):  
.....

Date .....

Child/Children's

Names.....  
...

One copy to be retained by parent/carers and one signed copy to be returned to the school. An email from a parent's email address to **thecopse@hillcross.merton.sch.uk** is accepted as a signed copy.