

FAQs

I cannot see Breakfast Club or After School Club as a payment item on ParentPay to enable me to pay for the contracted service.

If you are or wish to be a regular user of either club you should be able to see : Breakfast Club Ad Hoc or After School Club Ad Hoc as payment items when you logon on to ParentPay. To get access to the contracted rate, you will need to complete and return a Registration Form and Terms & Conditions form to the Club Leader / school office. Once this has been received, the payment item Breakfast Club Contracted, or After School Club Contracted, will appear on your ParentPay account.

I have returned my Registration Form and Terms & Conditions and I still cannot see the payment item I require.

- Send an e-mail to creditcontrol@springpartnership.co.uk stating the school your child attends, the club you wish your child to attend, the full name of your child and the class name

Upon receipt of the e-mail we will make enquiries with the Club Leader and revert back to you

The Club Leader has told me that my child is not on the register. What do I do?

Do not worry the Club Leader will still admit your child. No child is left on their own when the normal school day has finished. Steps are **always** taken to ensure that children are dismissed to a carer, escorted to any after school clubs or a phone call is made home to clarify where the child should be dismissed to.

Your child will appear on the Club Leader's register automatically if you have booked online using ParentPay. If you missed the booking window, the Club Leader will ask you to complete a paper booking form for the current half term.

On completion of the booking form send directly to creditcontrol@springpartnership.co.uk or the e-mail for the club you wish your child to attend and the club will forward to Credit Control.

Upon receipt of the booking form your child will be added to the Club Leader's register.

What is a Booking window?

We have moved the booking for Breakfast Club Contracted and Afterschool Club Contracted online with ParentPay.

This is so we can ensure that we have enough staff and spaces available for those children who wish to attend; in addition it allows us to move people up waiting lists when children no longer need to use the club.

Term	Term Dates	Booking Window Open	Booking Window Closes
Autumn Term 2	Tuesday, 10 November to Tuesday, 22 December	Now	23/10/2020
Spring Term 1	Wednesday, 6 January to Friday, 12 February	04/11/2020	22/12/2020
Spring Term 2	Monday, 22 February to Thursday, 1 April	23/12/2020	12/02/2021
Summer Term 1	Monday, 19 April to Friday, 28 May	18/02/2021	01/04/2021
Summer Term 2	Tuesday, 8 June to Friday, 23 July	17/04/2021	28/05/2021

Can I pay my fees using my Childcare Vouchers?

Yes, you can. When you redeem / pay for your childcare vouchers please forward the confirmation you receive from the Childcare Voucher provider (or a screenshot) to creditcontrol@springpartnership.co.uk stating the school your child attends, the club you are paying for, the full name of your child and the class name. If you have made a bulk payment and wish the fees to be split against different clubs please state the amount you wish us to credit to each club.

We will then credit your child’s ParentPay account for the relevant club and you will be able to use the online booking tool on ParentPay.

How do I book an Adhoc place?

Contact the relevant Club Leader or school office via e-mail stating your child’s name, class and the date that you wish your child to attend. The Club Leader / office will check their registers to ensure that there is space for your child and confirm back via e-mail. Payment should then be made on ParentPay for the attendance.

