



Uplands Primary School welcome letter

Welcome to Sprouts Childcare!

Dear Parents and Carers,

Charlotte and I are excited to welcome you to Sprouts Childcare and look forward to meeting all of you and your children. We are eager to provide a safe and engaging environment in our after-school club.

Please read all information carefully. Should you have any queries, please email us and we will get back to you. We require all families to sign up online, with all required information. Once this is complete, you can log on at any time and book sessions. We have made our booking system super flexible, and we hope you find it easy to navigate. **All bookings must be made directly with Sprouts through our online system as the school will not be able to assist you with this.**

Key Information for Parents and Carers:

- **Location & Opening Hours:**

The after-school club will be held on school grounds, in the music room.

We will be open until 6pm. Younger children will be handed over to us at the end of the school day. Key Stage 2 (KS2) children will make their own way to the music room from their classroom where we will sign them in.

If your child is booked in but will not attend, please text or email us during the day so we can update our register. We will check for texts at 3:00 pm.

- **Collection Times & Process:**

Children can be collected anytime up until 6:00 pm from the after-school club door.

Access the small gate to the left of the building. We are the first door on your right which will have the Sprouts Childcare sign in the window. Please ensure all gates are closed behind you when entering the school grounds and ring the doorbell located on the door. Children will be brought out to you. Please do not enter the school building.

- **Snacks & Dietary Requirements:**

Children will receive a light snack around 4:30 pm (dietary requirements will be catered for). This is to ensure they can still enjoy their dinner at home.

- **Safeguarding:**

For safeguarding purposes, please ensure you know your collection password when picking up your child. This password will be set up during registration on our booking

system. We will ask for this until we become familiar with parents and carers. Any under 18's collecting children from afterschool club will need prior written consent.

Booking System:

- Our flexible booking system allows you to book sessions up to 30 minutes before the session starts.
- To book, visit our website: www.sproutschildcare.co.uk
- Select 'Book Now', register with your details, and request a 'Contract' to secure the same sessions each week, or 'ad-hoc' for random sessions. Please read our [Sprouts-Childcare-Terms-Conditions.pdf](#) for further information.
- Alternatively, the direct link for KidsClub HQ is here: <https://sprouts-childcare.kidsclubhq.co.uk/rdr?u=home>
- The **guides** for both, Contract and Ad-Hoc can be found below
Contract: <https://sprouts-childcare.kidsclubhq.co.uk/rdr?u=contract-guide>
Ad-hoc: <https://sprouts-childcare.kidsclubhq.co.uk/rdr?u=ad-hoc-guide>
- Once your booking request is approved, you will receive email confirmation.
- Contract bookings can be made anytime, and you can select a September start date to secure your space for the new school year.
- Ad-hoc bookings will be available 2 months in advance. Dates are released on the 23rd of the month.

Important Booking Information:

- **Booking in Advance:** All children **must** be booked in prior to the session starting for safeguarding reasons.
- **Contracts & Invoices:** All contracts are invoiced monthly, and invoices will be sent around the 24th-25th of each month for the upcoming month. Please refer to the attached Terms and Conditions for further details. Once a contract has been approved, it will roll on month to month (excluding INSET days and holiday) until you provide us with 1 months' notice to cancel.
- **Ad-Hoc Bookings:** These can be made up to 2 months in advance and are available through the booking system. Invoices will be sent upon booking completion for immediate payment. Parents with contracts can also add extra sessions via the 'ad-hoc' option. Ad-hoc bookings require 7 days' notice to cancel without charge.
- **Childcare Vouchers & Tax-Free Childcare:** Sprouts accepts all childcare vouchers and Tax-Free Childcare. If you are not already signed up, please do so via the Gov.uk website (if eligible), as it will save you 20% on your childcare bills. Criteria is parents/carers earning over 16 hours per week at NMW and under £100k per parent. Please see the website for more information.
- **Please note we are a cashless club.** Therefore, we do not accept any cash payments.

Fees:

- We are always keeping our fees to a minimum. Our afterschool session will be £12.50 per child from end of school until 6pm. This price will be fixed until April 2027, when this will be reviewed.

- We charge a session price only. Parents/carers can collect at any time during our opening times with the fixed fee of £12.50 per child.

If you would like an insight into our clubs, please join our Facebook page where you will see lots of fun happening!

If you have any questions, please feel free to email us anytime. We look forward to meeting you and your children soon.

Kind regards,

Amy & Charlie

Amy Fernandes – Director, DSL

Charlotte Sherwood – Director, DSL, H&S manager

Email: info@sprouts-childcare.co.uk

Club phone (during opening hours): 07955 288782

Current Prices: After school £12.50 per child

Facebook: Sprouts Childcare Ltd (please like our page for updates)