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**Frequently Asked Questions**

**Q. My shift working pattern means that I can’t book my child in for set days each week, can you accommodate this?**

Ideally it would be great to have set patterns for a child’s attendance to help us to plan operationally, however, we appreciate that our parents do a variety of different occupational roles and this is not always practical, parents may find that traffic whilst commuting or short notice meetings means that you cannot pick your child up when you have said on your booking form. We will strive to accommodate our families as much as is operationally possible and in return we appreciate your support with understanding the challenges that a dynamic booking process brings. Any changes to your bookings must be emailed to Newchurch\_Robins@sch.warrington.gov.uk

**Q. My child attends an after school club run by school until 4.00pm and I pick them up at 4.00pm – will I still get charged for Newchurch Robins club?**

If you pick your child up at 4.00pm, you will not be charged for Newchurch Robins. Your place at Newchurch Robins club will be protected during the time your child attends the after school run club and you will not have to pay a retainer.

**Q. We have our children booked in on a daily basis but occasionally their grandparents / other family member picks them up – will I still get charged?**

We still need to charge you to cover our operating costs. Please let us know if children are being collected by other family members. Safeguarding is our number one priority. You need to email in advance, ideally the week before, although we know this isn’t always possible, and let us know the arrangement otherwise we will spend time finding your child and phoning you!

**Q. I have booked my child in until 4.30pm but I have been delayed picking them up – what session will I be charged for?**

We will ensure that you are charged only for the sessions you have booked. If you pick your child up after 4.30pm, you will be charged accordingly until 5pm or 6pm.

**Q. I have my child booked in until 5.30pm but I have left work early to pick them up and I have arrived at 4.55pm – will I be charged till 5.30pm?**

We will charge you for the sessions they have attended. We will charge until 5.30pm. Our parent pay capability allows us to update your pick up time in real time on a weekly basis.

**Q. I have picked my child up after 5.30pm – why have I been charged a late pick up fee?**

Our setting closes at 5.30pm and our staff are only contracted until 5.30pm. You will be charged £1 per minute for any child collected after 5.30pm. We believe that this charge is fair. If a child is persistently picked up late, we may ask that you find alternative childcare arrangements.

**Q. I have picked my child up from school and received a phone call from school telling me that they are booked in to club – why?**

Safeguarding is our number one priority and if your child is booked in to attend a club we will ensure that they are either in attendance or we will immediately follow this up. Please work with us to ensure that we are clear when your child is not attending to ensure your child is safe, to save your time and our time.

**Q. My child has an allergy – how do I let you know about this?**

As our club is part of our school we will use the school information that we hold to ensure that Robins Managers are aware of contact details, medical conditions, allergy information and media permissions. We use this information to ensure that your child is safe in our setting. If anything changes, you must let us know by contacting us at Newchurch\_Robins@sch.warrington.gov.uk

**Q. Can I park in the school car park when I collect my child?**

Our school car park is closed from 7am-9.30am in the morning and from 2.45pm-4.30pm in the afternoon to ensure that all children are safe during school drop off and pick up times. During these times, we politely ask that you don’t park in the car park. Outside of these times, we are happy for you to use the school car park. Please ensure that you reverse park into car parking spaces, once again, this is to ensure that children and other pedestrians are kept safe.

**Q. How do I check my invoice on Parent Pay?**

* Access your Parent Pay Account and click on transaction history on the left hand side of the screen. A section called ‘balance history’ should appear.
* Double click balance history. From here you should be able to see your child’s name and a drop down box labelled ‘Account’ – select Newchurch Community Primary: Newchurch Robins and press the search button.
* You will be able to see each debit in date order and the amount of your debit balance.

**Q. How do I pay with childcare vouchers?**

We are registered with all childcare voucher providers – we are Newchurch Primary School. Please pay as you usually would. Please do not send any payments for our sessions to the previous provider.

**Q. Can I pay by Direct Debit?**

We can’t payments by direct debit but we can take payments from Parent Pay which is our chosen method for collection. If you require new access to Parent Pay, please contact the school office for a login and password.