

Broadclyst School Services 2018 - 19

As an academy trust, we pride ourselves on the range of services and opportunities that we offer your children. These include the dining service, the breakfast and after school clubs, trips and residential activities, music lessons and the bus service. We have spent many years developing what we offer and, in some cases, we invest significantly from the school's budget to make sure that the services and activities are enjoyed by all who use them.

We ask you to book and pay in advance for all the following services:

1. Breakfast Club
2. After School Club
3. The Bus Service
4. Music Lessons
5. Trips & Residential
6. Nursery Fees (payment only)

On the Wisepay site you are able to place into a shopping basket: Breakfast and After School club sessions, a seat on a minibus for the term, a music lesson in the group size that you prefer, an item of school uniform or a school trip. Then you "checkout" and pay for your selections. This means that we can take confirmed bookings to organise each of the services and activities and it streamlines the administration of these services.

When you log into Wisepay, which you can access by [clicking here](#), you see a front dashboard with the options for Trip and Visit Payments, Dining Service, Donations, School Bus, General Payments, Uniform Shop, Before and After School Clubs, Instrumental and Singing Lessons and Nursery Fees. Below is a screen shot of what you see.



Trip and Visit Payments



Dining Service



Donations



School Bus



General Payments



Uniform Shop



Before and After School Clubs



Instrumental and Singing Lessons



Nursery Fees

School Trips

In the 'Trip and Visit Payments' module there are a number of residential trips for Years 3 – 6 to allow parents of children in those year groups to begin pay the deposit and, if required, instalments. Please note that prices quoted are provisional and may need to be adjusted closer to the time of the residential. Other trips will be published in here for different year groups as the trips are arranged. There is a new payment option to allow you to make an upfront donation for other trips arranged during the year. For those eligible for Free School Meals, a discount will be applied to some of the residential in Wisepay. To check your eligibility for Free School Meals, please visit the Devon County Council website [here](#).

School Dinners

The dining service is free to children in the infant classes (R – Yr2) as this is funded by government. For the Nursery and all other years it is sold at a heavily discounted rate to encourage all children to have a school dinner. This discount is on the basis of a whole term's commitment to the dining club. However, you are able to pay in half-termly instalments.

Cancellations: You are not able to cancel part way through a term. If a dinner is missed, even for a school trip, we are unable to give refunds. Please note, though, that the true cost of a two course, hot school dinner is approximately £3 and the rate is currently only £1.50 per dinner for years 3 – 6 when purchased by the term.

Donations

If you would like to make a donation to the school, then you are able to do so through this module. Any donations go towards the provision of the wide range of extra-curricular activities that we provide free of charge.

School Bus

Payment for the school bus is a donation and calculated at 60p per journey and multiplied by the number of weeks in the term. This charge goes towards the running costs of the busses.

There are three Broadclyst bus routes, two to the Pinhoe area and one towards Fagin Antiques. In this module, you can select a place on a bus for each morning of the week and for each evening of the week. If you wish to use the bus service every day, you need to select all 10 journeys and put them in your shopping basket.

If you book a place on the bus you also need to complete and sign the bus use agreement form that outlines the expectations we have for its reasonable use. **New requests should be emailed to admin@bcps.org.uk Once we have confirmed that the routes you've requested are available you will need to book and pay on Wisepay to secure your booking.**

Users of the first morning bus also need to pay £1 towards the cost of the Breakfast Club as the children arrive at school before 8.30am. If you also wish your child to be given breakfast when they arrive, you can pay a further £1. Please pay for the Breakfast Club and breakfast via Wisepay when you book and pay for your child's bus journeys.

Cancellations: Your commitment is to one term and this is not refundable. We cannot refund individual journeys missed either. If we, on the rare occasion, are unable to run the service we will not make refunds for that missed journey either. If you want to swap to a different bus stop or route in the future, if seats are available on that route, we will make these changes for you.

Uniform Shop

You are able to order school uniform through this module and have it delivered to school and save a trip to Thomas Moore.

Returns: If you need to return an item of clothing, you will need to return it directly to Thomas Moore.

Before and After School Clubs

This module is used to book and pay for your child's place in the Breakfast Club and the After School Club. You need to select from a calendar view the days you wish to use the child care clubs and this then puts them into the shopping basket ready for you to pay for them when you have finished selecting all the days you require. Breakfast Club is £4 per day and the After School Club is sold by the following sessions:

- 3.30 – 4.30pm £4.50
- 4.30 – 5.00pm £2.50
- 5.00 – 6.00pm £4.50

The 5.00pm until 6.00pm slot allows you to book your child into the paid After School Club after the free after school activities, which run Tuesday – Thursday for most of the term, have finished. You do need to select for each day the sessions you require. If you book and pay for a slot and subsequently aren't able to collect your child until later, we will charge you for the following slot plus a £1 admin fee.

You are able to tick a box to say that you wish to pay by child care vouchers. Please note that you are responsible for keeping a record of the sessions you've booked and managing your voucher payments against these. If you wish to check the bookings you've made you can do this by selecting 'My Wise

Account', then 'Payments, Balances and Messages' and then 'Your Bookings' in your child's Wisepay account.

If you are a new user of the Breakfast and Afterschool Club service please can you read the policy and complete an application form. You will also need to provide photos of designated people who will drop off and collect your child from the clubs. Please email your photos to admin@bcps.org.uk We will provide you with two badges that will allow you through the locked doors and gates to drop off and collect your child.

Cancellations: You need to give seven days' notice of a cancellation of any booking should you wish to receive a refund. We need to organise the staffing at least a week in advance and late cancellations will not be refunded.

Instrumental and Singing Lessons

We employ the music teachers directly to teach a wide range of instruments and also to teach singing. These are all taught in the music room. The hours that we book the teachers for are based on the number of children wishing to learn an instrument. The lessons are sold as:

- Individual £15 per lesson
- Group of two £9 per lesson
- Group of three £6 per lesson

The service remains subsidised by the school. The instruments available are listed on the Wisepay booking module when you select the group size. The costs listed are for the term may change depending on the number of weeks in the term.

When we have received all the bookings that have been made through Wisepay we organise the groupings and let you know when the lesson will be each week. Where we are unable to offer you a music lesson in the group size that you have purchased we will let you know and discuss with you if there is another group size or instrument that your child would like to learn.

Cancellations: The commitment is for a term of lessons and there will be no refund for giving up part way through a term. If a lesson is missed because your child is not at school for ill health or a school trip then we are unable to give a refund. However, if the music teacher is not at school for any reason or the music lesson is cancelled due to our mistake then we will endeavour to reschedule the lesson or will provide you with a refund.

Nursery Fees

Nursery places are not booked through Wisepay; there is a Nursery admissions policy that outlines how places are offered in the Nursery. However, if you have a child in the Nursery we take the payments through this Wisepay module. The payments are for a whole term in advance and you will receive an invoice requesting payment. You can then go into this module and pay for the sessions you have been offered. You are also able to pay by childcare vouchers and tax-free childcare.

There are other optional extras that you can purchase, including nappies, breakfast during the 8.00am – 9.00am session and a snack during the 3.00pm – 6.00pm session. You will be invoiced for these separately in arrears.

Cancellations: You pay for the Nursery a term in advance. If a session is missed or you decide to remove your child from the Nursery we will be unable to provide a refund. Please notify us in writing if you do take your child off role at the Nursery. If you wish to reduce your child's sessions at the Nursery, we require four weeks' notice of the change.