

FAQs

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

If you are or wish to be a regular user of either club you should be able to see: Breakfast Club Contracted (Sibling) or After School Club – Contracted (Sibling) as payment items when you logon on to ParentPay.

- Once you complete and return to the Club Leader your Registration Form and Terms & Conditions (one for each club / child) the payment item will then become visible to you.

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

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. as long as you have completed all the relevant forms and the Club Leader has confirmed your child's space. 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. Please ensure that you book before the booking window has closed (see below table)

What is a Booking window?

We have moved the booking for Breakfast Club and Afterschool Club 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 the club.

Term	Term Dates	Booking Window Open	Booking Window Closes
Autumn Term 1	Thursday, 2 September to Friday, 15 October	NOW	30 August
Autumn Term 2	Tuesday, 2 November to Wednesday, 22 December	NOW	15 October
Spring Term 1	Wednesday, 5 January to Friday, 11 February	2 September	22 December

Spring Term 2	Monday, 21 February to Friday, 1 April	2 September	11 February
Summer Term 1	Tuesday, 19 April to Friday, 27 May	5 January	1 April
Summer Term 2	Monday, 6 June to Friday, 22 July	5 January	27 May

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 Club Leader via e-mail stating your child's name, class and the date that you wish your child to attend. The Club Leader 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 prior to attendance.