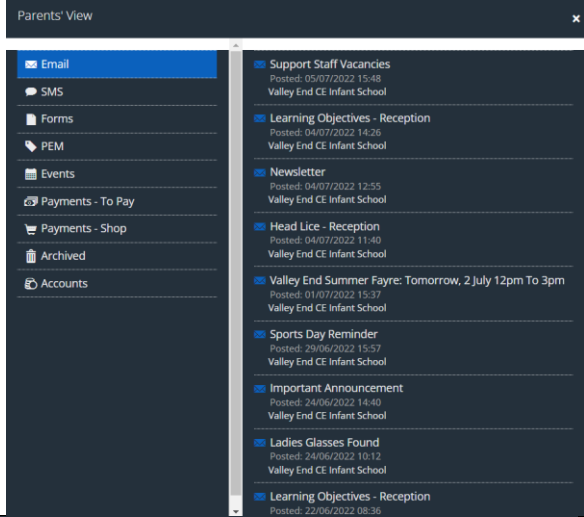
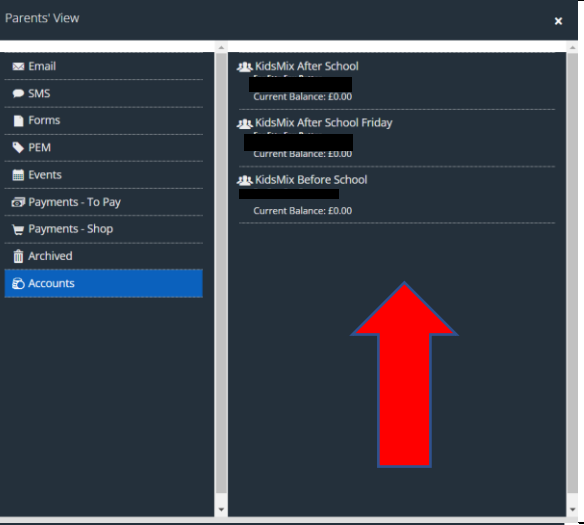
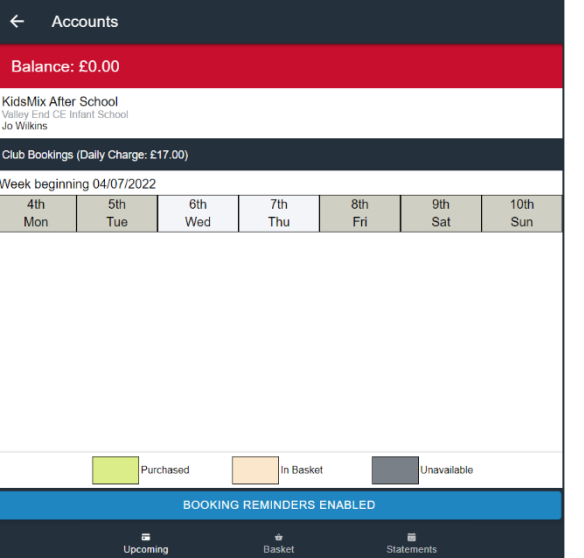


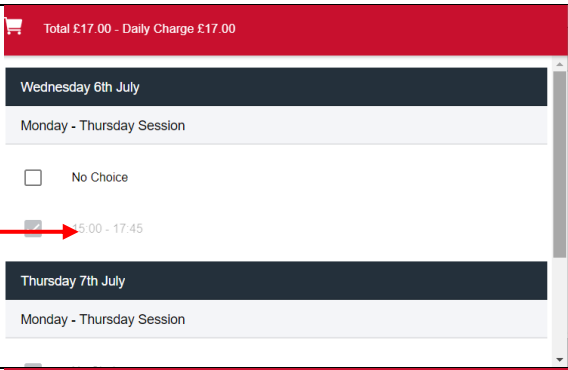
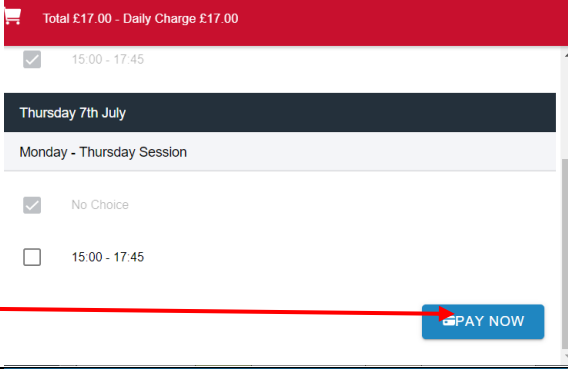
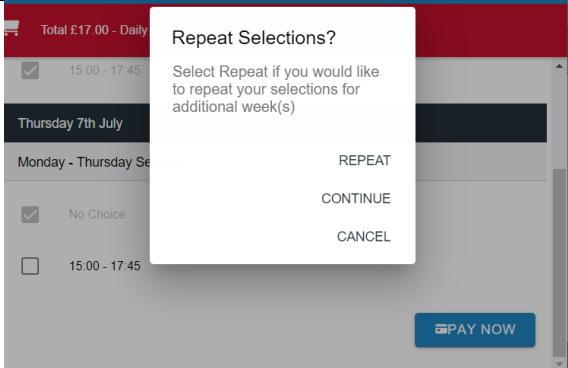
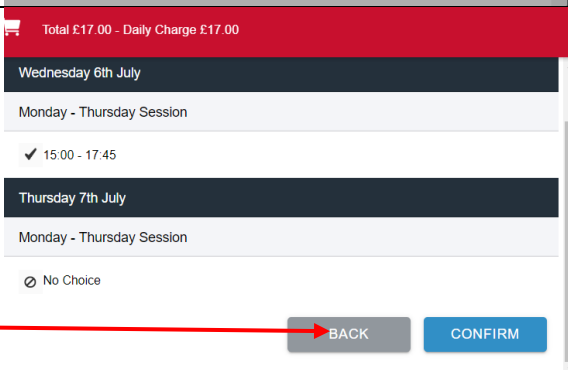
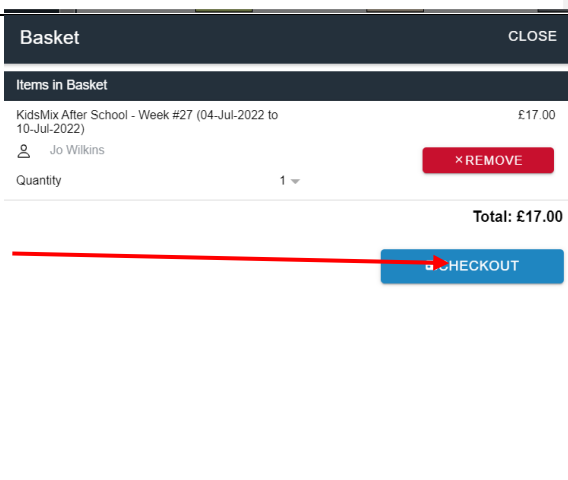
Club Booking information

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2 How to book your child into Enrichment and KidsMix Clubs

1)	Log into your ParentMail account as normal.
2)	<p>Click on the accounts tab in the left-hand menu.</p> 
3)	<p>Select the club that you require from the right-hand menu</p> 
4)	<p>Select a date for booking from the next screen</p> 

5)	<p>Select the sessions that you would like to book by clicking in the check box</p>	 <p>Total £17.00 - Daily Charge £17.00</p> <p>Wednesday 6th July</p> <p>Monday - Thursday Session</p> <p><input type="checkbox"/> No Choice</p> <p><input checked="" type="checkbox"/> 15:00 - 17:45</p> <p>Thursday 7th July</p> <p>Monday - Thursday Session</p>
6)	<p>Click pay now at the bottom of the screen</p>	 <p>Total £17.00 - Daily Charge £17.00</p> <p><input checked="" type="checkbox"/> 15:00 - 17:45</p> <p>Thursday 7th July</p> <p>Monday - Thursday Session</p> <p><input checked="" type="checkbox"/> No Choice</p> <p><input type="checkbox"/> 15:00 - 17:45</p> <p>PAY NOW</p>
7)	<p>If you would like to repeat your selections for another week then select repeat, otherwise select continue</p>	 <p>Total £17.00 - Daily Charge £17.00</p> <p><input checked="" type="checkbox"/> 15:00 - 17:45</p> <p>Thursday 7th July</p> <p>Monday - Thursday Session</p> <p><input checked="" type="checkbox"/> No Choice</p> <p><input type="checkbox"/> 15:00 - 17:45</p> <p>Repeat Selections?</p> <p>Select Repeat if you would like to repeat your selections for additional week(s)</p> <p>REPEAT</p> <p>CONTINUE</p> <p>CANCEL</p> <p>PAY NOW</p>
8)	<p>Confirm your selections</p>	 <p>Total £17.00 - Daily Charge £17.00</p> <p>Wednesday 6th July</p> <p>Monday - Thursday Session</p> <p><input checked="" type="checkbox"/> 15:00 - 17:45</p> <p>Thursday 7th July</p> <p>Monday - Thursday Session</p> <p><input checked="" type="checkbox"/> No Choice</p> <p>BACK CONFIRM</p>
9)	<p>Items appear in your basket</p>	 <p>Basket CLOSE</p> <p>Items in Basket</p> <p>KidsMix After School - Week #27 (04-Jul-2022 to 10-Jul-2022) £17.00</p> <p>Jo Wilkins</p> <p>Quantity 1 X REMOVE</p> <p>Total: £17.00</p> <p>CHECKOUT</p>

10)	You can pay at this stage by selecting checkout or close this window in the top right and select sessions from other clubs (eg Before School Club) by repeating steps 3-9 and then paying at the end. Please note that spaces in clubs are not allocated until payment has been made.
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3 On the Day Bookings

ParentMail unfortunately does not have the functionality for bookings to be made on the day. On the day bookings can be made as follows:

- Please email Kidsmix@valleyend.surrey.sch.uk and copy info@valleyend.surrey.sch.uk – this will allow Mr Cobley to see that you want to be added to the registers and the office to raise a payment item for this. This applies to Before School Club as well so please do bring your child for the club in the normal way.
- Payment for on the day booking are subject to a surcharge of £2.50.
- Payments should be made through ParentMail under the “Payments – shop” menu item.

4 Using ChildCare Vouchers

We are registered with a number of childcare voucher providers. If you wish to use this as a payment method then please email kidsmix@valleyend.surrey.sch.uk with the Subject: ChildCare Vouchers. Please include your own name and your child’s name so that we can set you up on Parentmail on a zero price band. Please indicate which clubs you will be using vouchers for.

Once your request has been implemented, you will be able to book sessions in the normal way but at zero cost. Please then email kidsmix@valleyend.surrey.sch.uk to confirm what bookings have been made. Please also indicate in this email if you would like to use a mixture of vouchers and “cash” for your booking. You will then be emailed a costed summary of your booking to allow you to organise payment via the voucher company.

5 Cancellation policy

We recognise that parents need to be flexible and therefore cancellations can be made as follows:

More than a week of the session	In full less a £2 administration fee
Within a week of the session	50% refund
On the Day of the session	Non refundable

If you wish to cancel a session then please email kidsmix@valleyend.surrey.sch.uk with the subject Cancellation. Please give your child’s name and the session that you want to cancel. You will receive an email when the refund has been processed.

6 Discounts

6.1 Sibling Discount

A reduced rate for younger siblings and twins has been loaded into the KidsMix clubs and will automatically be the rate shown when booking in younger siblings/twins.

Please contact the school if a younger sibling is going to club without the elder sibling also being present, so that a rate adjustment can be applied.

6.2 After School Whole Term Discount

- A reduced session rate is available if you book everyday for a whole term in advance.
- Please select “KidsMix After School Whole Term” from the club options. There is one session to book which covers your booking for the whole term.
- On booking there will be an initial deposit due of 50%. The remaining balance will be due by half term.
- If you want to book your child into Enrichment clubs and for them to then attend bolt-on KidsMix clubs and full sessions on all other days then the amount of the second instalment will be adjusted accordingly. You must pay for the enrichment club first and then select the ‘whole term’ option.

7 Enrichment Clubs Booking

- Enrichment club bookings are for the whole term. For each club there is a single session to book during the first week that the club will run and this booking covers the whole term.
- We suggest that Enrichment clubs are booked first and then KidsMix bolt-on can be added if longer childcare hours are required.
- Enrichment clubs will not run in the first or last week of term or on inset days. Prices for the clubs are reflective of this.

8 Confirmation of Bookings

Whilst ParentMail doesn’t have the functionality to send email confirmation on booking, a full schedule of all bookings made can be found on the ParentMail App.

Go to the Account Menu item, choose the particular club booked (eg. Enrichment – STEM, KidsMix Before School etc.). At the bottom of the next screen there are three options, one of which is “Statements”. This gives a full list of bookings made against that club.

9 Late Collection

We understand that parents may collect late due to unforeseen circumstances such as traffic conditions. If you think you will be late in collecting your child then please email kidsmix@valleyend.surrey.sch.uk as soon as you can, so that we can plan accordingly. Should you think that you may not be able to collect your child within 15 minutes of the collection time please endeavour to find an alternative person to collect.

Where a child is consistently collected late, we reserve the right to charge an additional fee for at a rate of £5.00 per child for every period of 15 minutes or part 15 minutes thereafter the appointed collection time. Consistently late collection will be discussed with parents before the need for additional fees arise.

10 Schedule of Charges

	Timings	In advance Price	On the day price
Breakfast Club	7.50am – 8.30 am	£5	£7.50
Enrichment Club	3pm – 4.10pm	£5	n/a
Kids Mix Full Session	3pm – 5.45pm (Mon – Thurs) 3pm – 5.30pm (Friday)	£15 £14	£17.50 £16.50
Kids Mix ‘Bolt On’	4.10pm – 5.45pm	£10	£12.50
Kids Mix (Full Term Every Day) <i>Booked in advance</i>	3pm – 5.45pm (Mon – Thurs) 3pm – 5.30pm (Friday)	£14	n/a