



## FAQs for Belleville Beehive Wraparound Care

### What times will the Belleville Beehive operate?

The Belleville Beehive will operate from 7.30am until the start of the school day and after-school from 3.20pm to 6.30pm at both Webb's Road and Meteor Street. You will be able to drop-off and pick-up your child at any point during this time.

### Who can book a place?

It is open to all children from Nursery to Year 6 who will be at Belleville School from September 2024, subject to availability.

### What will it offer?

The breakfast session will offer breakfast, including cereals and toast, and activities. The after-school sessions will offer a light cooked meal and a range of activities.

### How much will it cost?

Each session costs **£8.50 for breakfast** and **£14 for after-school**.

We made a commitment to parents and carers who had a place with Balham Community Centre (BCC) until July 2024 that their costs would not go up. Therefore, for the 2024-2025 academic year only, **existing customers who had a five-day week annual contract** with BCC will pay £7 per session for breakfast care and £11.50 per session for after-school care. From September 2025, all breakfast and after-school sessions will be offered at the same rate to all families.

### How do I book and pay?

Booking for Belleville Beehive is through [SchoolsBuddy](#). You will be able to reserve your place for the entire academic year. You will be required to pay a 10% deposit of the total cost of a term for each of the terms that you wish to reserve.

Full payment will be due by the end of each half term for that half term, and you will be sent half-termly reminders. You can choose to pay the remainder in instalments during that period or in one full amount. You can log into SchoolsBuddy at any time to make these payments.

We accept childcare vouchers and Tax-Free Childcare payments as well as credit and debit cards. We are unable to offer the option to pay by direct debit or standing order. We do not accept cash payments.

To make a booking or payment, please log onto your SchoolsBuddy account. Please make sure that you book your wraparound place for the same school site that your child attends, e.g. Webb's Road or Meteor Street.

### **When will I know if I have a place?**

As we are using SchoolsBuddy as an online booking system, if there are places available and you have paid, that is a confirmed place.

Sessions are not confirmed until payment has been made. If you were booking sessions and they are no longer there, this means that other parents have paid, and the session is now full.

### **Which childcare vouchers do you accept?**

We are registered with the following providers for payments. However, if you use another voucher provider, please contact [wraparound@belleville.q1e.org.uk](mailto:wraparound@belleville.q1e.org.uk) so we can register with them.

<b>Voucher Provider</b>	<b>Account Number</b>
HMRC Tax-Free Childcare	137563
Bravo (formerly Busy Bees)	Belleville Primary School
Care 4	28601655
Computershare	0026985178
Edenred	P21356155
Fideliti	BEL095C
Kiddivouchers	50098605038
Pluxee UK (formerly Sodexo)	920820

Please ensure that your reference for any voucher payment is Wraparound and your child's name – e.g. wraparound – Jo Smith.

### **Can I book extra sessions?**

Yes, we are able to offer ad-hoc sessions, subject to availability. This means that if you require an additional session at short notice, and there is space available, you will be able to book and pay for this space online until 3.30pm the day before you need the session.

### **What happens if I want to cancel my place?**

After booking a place, you may cancel your place by providing a half-term's notice. This notice must be given in writing using the cancellation form which should be emailed to [wraparound@belleville.q1e.org.uk](mailto:wraparound@belleville.q1e.org.uk) or handed into the school office. An email without the required form will not be accepted. You can [download the cancellation form](#) from our website or pick up a copy from the school office.

If you wish to remove your child from wraparound care without giving a half term's notice, you will still be liable for the fees for that half term.

## **Terms and Conditions**

By using Belleville Beehive Wraparound Care, you agree to the [Terms and Conditions](#) provided by the school.

## **Behaviour**

Belleville Beehive staff will apply behaviour guidelines in accordance with the [school behaviour policy](#). Children are expected to show respect to the staff, other children and equipment as they would during the school day. Breakfast Club and After School Care are non-statutory services and where behaviour does not meet the standards expected, a place may be temporarily or permanently withdrawn.

## **Safeguarding**

We have an obligation to report any instances where we consider that a child may be suffering or have suffered harm or abuse to Children's services. Please see our [Child Protection and Safeguarding Policy](#) that outlines our roles and responsibilities in regard to child protection and safeguarding.

## **Any questions?**

If you have any questions which are not answered above, please email [wraparound@belleville.q1e.org.uk](mailto:wraparound@belleville.q1e.org.uk) and we will be happy to help you.