

## CLUBHOUSE FAQs September '25

Thanks for bearing with us whilst we get Clubhouse up and running – it's been largely a great success so far but we know that there are niggles with the booking system. We're still learning but thought that now things are bedding in, it would be helpful to answer some key questions we've received.

### When is the cut off for booking sessions?

Booking will close each Thursday for the following week.

This means that we can accurately plan meals and manage finances and staffing.

Please ensure you have booked your child in for the sessions you'd like the following week by midnight on Thursday each week.

### Is there a maximum number of children per session?

At the moment, we're not near any maximum so this is why we can be more flexible. If this changes, we will let you all know.

### What if I have an emergency and need a session extending or an extra one adding?

Please contact the office.

Miss Lawler and Mrs Spayes have admin rights to add extra times and sessions but this should be an exception rather than the rule.

If it's really last minute, we may not be able to provide an evening meal but we'll notify you of this.

### If I cancel my child's session, do I get the money back?

If you are able to cancel it before the cut off closes, you can do this on your app.

After the cut off, booked sessions, from 22nd September are non-refundable – staffing and food will have been arranged to cover the numbers we have.

### Do I get a notification of what I've booked and paid for?

No, not in a specific email but you should be able to log into your account and see what's booked.

### My childcare vouchers payment is taking a while to show. Why?

When Miriam ran clubhouse, the monies went directly into a bank a/c run only for Clubhouse. Now, your vouchers/tax free childcare money goes into the main Hampshire bank account (for all schools and HCC business). Mrs Spayes then has to 'search' for it but emailing 2 different departments to request the money to hit our school account, Miss Lawler then has to reconcile it to your Scopay account. It will happen, I promise!

It is essential that you:

- Let her know by email ([d.spayes@stockbridge.hants.sch.uk](mailto:d.spayes@stockbridge.hants.sch.uk)) which company we are receiving childcare vouchers from
- The value you are paying by childcare vouchers
- Reference number and date paid.
- You/Your company chooses 'Stockbridge Primary & Pre-School' as the payment option NOT Clubhouse.

If the above details are not correct or provided, we cannot be responsible for the payment and it should be made directly to use from you.

