St Mary's After School Hub

St Mary's Wraparound Care Provision
Frequently Asked Questions (FAQs)

FAQs version 2, updated 16 March 2026

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About SMASH

Tell me about SMASH

Our highly regarded school-run wraparound care provision, St Mary's After School Hub is known as 'SMASH'. It is open to all pupils currently attending St Mary's CofE Primary School. The club operates on our Middle Site, Strafford Road and pupils attending the Infant or Junior Sites are escorted to and from SMASH by staff.
We offer Breakfast and After School care every day that school is open to pupils during term time. We also offer provision on INSET days and school holidays – these are bookable as separate items.
Regular term-time bookings are taken on an on-going basis and are payable in advance monthly. Ad Hoc bookings for occasional sessions are subject to availability and are payable in advance upon our booking confirmation to you.
Children are given breakfast in the mornings and a meal in the afternoons. We offer a play-based fun environment where children have access to a range of resources that support and enhance their learning and social skills. Our playworkers have Disclosure and Barring Service clearance and appropriate qualifications for working with children. The wraparound care manager is Anita Stachura and she can be reached by emailing: smash@st-marys.richmond.sch.uk or by phoning/messaging the SMASH number, 07897 122990.

What time does the club operate?

Term time sessions:- Breakfast Club – 7.30am to 9.00am. After School Club – 3.00pm to 6.30pm. You may drop off later than 7.30am or pick up earlier than 6.30pm if you wish. Holiday and INSET day sessions may have different timings.

What are your prices?

Term time sessions:- Breakfast Club £7.00, After School Club £26.00 – these are the prices per session for a regular booking, paid in advance. Other charges may apply – see under 'Charges'. Holiday and INSET day sessions are priced differently.

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Booking

How do I book?

To request a NEW booking, please go to our website and complete and submit either our 'Request Form for a New Regular Booking' (link here) or our 'Request Form for an Ad Hoc booking' (link here). Holiday and INSET day sessions have their own dedicated booking form on our website as they arise.
If you wish to make a change to your existing booking, email us at smash@st-marys.richmond.sch.uk.

Do I need to re-book my regular sessions each month?

No. Your existing regular booking will automatically continue until you request otherwise.

Can I change my regular booking?

Your regular booking is fixed and is the same each week. We are unable to swap sessions. If you need to change your booking permanently, we will do our best to accommodate your wishes. Changes are subject to availability and we require three school days to action them. A reduction or cancellation of your booking requires our applicable notice period; sessions within the notice period are chargeable.

Do you offer Ad-Hoc care?

Yes. Ad-hoc sessions can be booked subject to availability a minimum of ONE FULL SCHOOL DAY before the required session. Please compete and submit our 'Request Form for an Ad Hoc booking' (link here) available on our website.

Can I make a temporary booking?

Yes, subject to availability we offer Ad Hoc booking for occasional sessions or over a short-term period. Please compete and submit our 'Request Form for an Ad Hoc booking' (link here) available on our website.

Can I book my other children into SMASH?

No, SMASH sessions are available only to pupils attending St Mary's school.

Can I reserve a place for my child in the future?

We cannot hold unpaid places nor give any guarantees of availability in the future. We will give you an indication of expected future availability and we will do our very best to accommodate your child when you are ready to make and pay for a firm booking.

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Charges

Table of Charges

Charges for our term time club	**Breakfast Club**	**After School Club**
Regular booking, per session	£7	£26
Ad-hoc booking, per session	£10	£30
Late Collection per 15 min and/or part of 15 min after 6.30pm	N/A	£4
Late payment charge – applies monthly to the full or part of unpaid balance outstanding after the end of the preceding month to which the charges relate. One charge applies to your combined Breakfast and After School outstanding balance.	£25	
Notice period	Cost of sessions falling within the applicable notice period, as a result of a reduction or cancellation of booking of Breakfast and/or After School Club	

Other charges apply to SMASH holiday clubs and INSET day provision and these will be published in advance of each occasion.

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Payment

How do I know when to pay?

Regular bookings must be paid in full monthly, by the end of the preceding month. We apply charges to Arbor on 24th each month (or earlier if 24th falls on a weekend or during a school holiday period) for the following month. September sessions must be paid by the end of the preceding summer term.
Ad hoc, holiday and INSET Day bookings must be paid straight away, upon our booking confirmation email.

How do I know what I need to pay?

You may view your outstanding balance(s) on your SMASH item(s) at any time by logging in to your Arbor account. We apply the next month's charges to Arbor on 24th each month (or earlier if 24th falls on a weekend or during a school holiday period)

What type of payments do you accept?

We accept payment made through your Arbor account. We also accept HMRC Tax Free Childcare transfers (you need to log into your HMRC account to make your payment instruction to us; find us via our OFSTED number, 102914 or by our address, St Mary's Church of England Primary School, TW1 3HE). We also accept childcare vouchers such as Edenred – please email us if you wish to pay by this method. You may pay your full balance by any combination of our accepted payment types.

Why is my recent HMRC or voucher payment not reflected in my Arbor SMASH balance?

It takes a couple of days for your payment to reach our bank and a further couple of days for us to manually update your Arbor account. Please check your balance again in a few days' time. If you have concerns, please email us.

Universal Credit

You may be able to claim back via your Universal Credit account, a proportion of the childcare costs you have paid us. For your information, our OFSTED number is 102914.

Can I pay in instalments?

No. We require your payment in full each month. It is in your interest to contact us as soon as possible if you anticipate you won't be able to complete the full payment by the end of the month. Our Late Payment charge will apply should any charge be unpaid in full or part by the payment due date.

Can I pay for a longer period in one go?

We recommend you pay only the monthly charge each month. Our experience tells us that parents' needs can change unexpectedly or that school circumstances can change at short notice (eg Covid closure).

What if I pay late?

Our Late Payment charge will apply should any charge be unpaid in full or part after the payment due date.

What if I cannot pay?

You must contact us as soon as possible.

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Discounts and Refunds

What is your refund policy?
Booked and paid sessions falling within the applicable notice period are not refundable. Paid sessions falling after the applicable notice period are refundable.
Refunds are not offered if your child is ill, or if you choose not to send you child to a booked session.
Refunds are not offered on days of school staff industrial action when SMASH is running as normal.

Do you offer sibling discount?
Unfortunately our costs are the same for each individual child so we are unable to offer sibling discount.

Do you offer refunds if my child misses a session?
No. Missed sessions are not refundable.
In extremely exceptional circumstances only, for example the closure of the premises due to an emergency, will we will cancel the charge of your child's missed session(s).

What if my child is on a school trip?
You will not be charged for SMASH sessions whilst your child is on a residential St Mary's School trip. Your booking will be maintained for your child's return.
Children on non-residential day trips may still attend SMASH therefore no waiver of SMASH charges is offered.

Are charges reduced if my child attends only part of a session?
No. Each session fee is fixed regardless of how long your child attends on the day.

Are charges reduced if my child attends an activity club or event at school before coming to SMASH?
No. Each session fee is fixed regardless of how long your child attends on the day.

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Changing or Cancelling My Booking

Is there a notice period for making a change or cancelling my regular booking?
Yes, during the academic year from mid September to mid July, our notice period is one calendar month if you wish to reduce or cancel your booking.
During the summer, requests for changes or cancellations received between mid July and mid September require a minimum of one calendar month's notice but the earliest date that your request will be actioned is mid September.
Cancelled sessions falling within the applicable notice period are chargeable. Paid sessions falling within the applicable notice period are not refundable.
The exact dates in mid July and mid September in which our Summer Notice Period applies will be published on our website early in the summer term.

How do I change my booking?
Please email us, stating your wishes clearly, with dates. All changes are subject to availability.

Note, we require a minimum of one calendar month's notice to reduce or cancel your booking and changes requested after mid July for the autumn will not be actioned until mid September at the earliest. Cancelled sessions falling within the applicable notice period are chargeable. Paid sessions falling within the applicable notice period are not refundable.
The exact dates in mid July and mid September in which our Summer Notice Period applies will be published on our website early in the summer term.

How do I cancel my booking?

Please email us, stating your wishes clearly, with dates. Note, we require a minimum of one calendar month's notice to reduce or cancel your booking and cancellations requested after mid July for the autumn will not be actioned until mid September at the earliest. Cancelled sessions falling within the applicable notice period are chargeable. Paid sessions falling within the applicable notice period are not refundable.
The exact dates in mid July and mid September in which our Summer Notice Period applies will be published on our website early in the summer term.

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My Child's Absence

Do I need to let you know if my child is not going to attend the booked session?

Yes for After School Club. No for Breakfast Club.
If your child is going to be absent from school, do please inform the school office in the usual way.
For After School Club, it's best to send a text or whatsapp message or to phone the SMASH number, 07897 122990 as soon as you can.
You can also email us at smash@st-marys.richmond.sch.uk (Note - this inbox is monitored term time Monday to Thursday 9am to 12.00 mid-day only). If you are providing notice on the day of the absence, you must also copy in your child's school office.

Do you offer refunds if my child misses a session?

No. Missed sessions are not refundable. Please see additional information under 'Discounts and Refunds'

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Dropping Off and Collecting My Child

Where do I drop off / pick up?

SMASH operates on the Middle Site. The Breakfast Club drop off and the After School pick up location is the gate adjacent to the Middle Site main school entrance. There is a buzzer on the gate - please make sure the gate is closed behind you. Do not hold the gate open for anyone else.

Can I drop off after 7.30am or pick up before 6.30pm?

Yes, but do bear in mind that late drop off or early pick-up may mean your child misses food time.

My child attends school at a different site – how does that work?

SMASH staff will escort your child to and from their school location after Breakfast Club and before After School Club.

Can my child also attend an extra-curricular club after school?
Yes; SMASH staff will collect pupils from extra-curricular clubs and bring them to SMASH After School club. Please notify SMASH in advance if your child is attending an extra-curricular club so arrangements can be made.

Who can drop off and pick up?
Only people listed on your Registration/Booking Request Form and who are 16 years of age or older can collect. If you require someone else to collect, we require you to email us their details including their name and relationship to your child, they will need to bring photo ID and be able to supply your nominated password. We will not release your child unless these requirements are fulfilled.

What happens if I am running late?
We understand that at times parents/guardians may be running behind schedule, and we will always ensure that we do our utmost to support our families where possible. However, if a child is collected late, it will have a knock-on effect on our teams and, therefore, if you arrive after 6:30pm you will be charged £4.00 per 15-minute increment.

In the event of a child not being collected on time, we will attempt to call the parents/guardians. If we are unable to make contact, we will follow our Safeguarding Policy/Uncollected Child Policy. We always strive to offer parents/guardians the support needed; however, if late collections become frequent, we reserve the right to withdraw access to our service.

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Staffing

Can you tell me about the staff who will work at SMASH?
SMASH is staffed with a mix of our own trusted and high-quality staff, and a selection of recruited enthusiastic, inspiring and passionate individuals.

All staff are DBS checked to enhanced level and have relevant training.

There is a Paediatric First Aid trained member of staff on duty at all times. Staff receive ongoing training in various aspects of child supervision and care, including safeguarding, behaviour management, child protection and activity delivery.

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Safeguarding

What safeguarding procedures are in place?
The usual stringent safeguarding practices and standards exercised at St Mary's School are in place for SMASH. All staff are provided with regular safeguarding updates and there will always be a first aider on duty.

Who can drop off and pick up?
Only people listed on your Registration Form and who are 16 years of age or older can collect. If you require someone else to collect, we require you to send us their details including their name and relationship to your child; they will need to bring photo ID and be

able to supply your nominated password. We will not release your child unless these requirements are fulfilled.

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Food and Refreshments

What food is available at breakfast club?
A variety of cereals and toast with spreads will be on offer each morning.

What food is available at after-school club?
Children are served a healthy and nutritious hot meal every day; fruit, salad and sandwiches are also available every day

What if my child has an allergy?
You must notify SMASH via smash@st-marys.richmond.sch.uk if your child has an allergy. We will have access to their medical records and medication, but it is important that you flag this before your child starts.

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Medication and Illness

What if my child requires medication whilst at the club?
We already have stringent and robust procedures in place around medication, medical incidents and allergies in school.

You must notify SMASH via smash@st-marys.richmond.sch.uk if your child has a medical condition. If your child requires medication, or there is an incident whilst in the club, the same procedures will be followed as those which are taken during the school day.

We will log all injuries. In the case of medication being administered, or a head bump that causes concern, you will receive a call notifying you.

All pupils in need of life-saving medication are required to have an additional set for SMASH. We are unable to transfer the school-based medication to SMASH.

Sickness
If your child is absent from school due to illness, they cannot attend Breakfast and/or After School Club.

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Additional Needs

My child has additional needs. How can you help?
SMASH is fully inclusive and we aim to support all children. It is important that we are fully informed of any child with additional needs so we can try and support him/her in the best way possible. The best way to do this is by notifying us by emailing smash@st-marys.richmond.sch.uk. We would also suggest raising this with our senior school SENCO, Ruth Knight, if they are not already aware. SMASH is a less formal setting than school. It is

for St Mary's to decide if the place is suitable for your child, taking into account their needs but also the needs of the other children.

If your child requires 1-to-1 support, we would need notice to try to arrange this. We do not offer 1-to-1 support as standard so this would be chargeable to you at an hourly rate. If required, we would suggest you speak with your local authority who may be able to help you access local funding.

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BEHAVIOUR

What is your behaviour policy?

SMASH adheres to the St Mary's School Behaviour Policy, available on the school website

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CONTACT US

Our contact details

If you have been unable to find the answer to your query, we may be contacted via the following:-

- Email – smash@st-marys.richmond.sch.uk (this email inbox is monitored term time only, Monday to Thursday, 9.00am to 12.00 mid-day)
- Phone – 07897 122990 (this is the SMASH phone number, in use during SMASH sessions and during the school day)

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