St Mary's After School Hub

St Mary's Wraparound Care Provision
Terms and Conditions (T&Cs)

T&Cs version 2, updated 28 January 2026

St Mary's Vision Statement

Growing and learning together to be our best, inspired by Jesus' love.

At St Mary's we balance excellence with compassion. By offering the finest education, inspired by the love of Jesus Christ, we nurture our children to reach their full potential, celebrating their unique and special worth.

Care and compassion are at the heart of every child's learning, encouraging their capacity for reflective thought to make a more creative difference in our world. We strive for and celebrate excellence throughout the school community, building our children's resilience to embrace the challenges of our age with confidence.

Our motto is Conemur – may we try together – striving to be our best, for ourselves, our community and our world.

"True love shows itself in action" 1 John 3:18.

Welcome

Welcome to SMASH, St Mary's After School Hub.
We are delighted to offer childcare provision for all pupils of St Mary's School.

We offer a variety of childcare solutions:

- **Term time childcare** for regular or occasional booking
- **Holiday and INSET Day** sessions

Our club runs on the Middle Site and pupils attending SMASH during school term are escorted to and/or from our club no matter which school site they attend.

Our aim is to provide a safe environment with a focus on fun with broad range of activities that the children will want to come back to. We wish you, their parents to be clear on what to expect and what is expected. The information in this document explains the terms and conditions of SMASH. Please read it carefully and if you would like to apply for a place for your child, please complete and submit our form either for a regular booking or an ad hoc (occasional) booking; both forms are available on our website.
Booking request forms for our other sessions which run during the school holidays or on INSET days will be available on our website as and when they arise.

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About SMASH

SMASH Options

SMASH offers various options such as a regular recurring booking which is the same week to week; ad hoc temporary short term booking; plus various school holiday sessions and INSET day sessions

Our regular bookings are rolled over from one month to the next automatically unless you inform us otherwise, in which case we require our applicable notice period for booking reductions or cancellations.
Fees for regular bookings are calculated monthly and are applied to our electronic payment system, Arbor, for your advance payment. Fees for other non-regular sessions are advised as they arise, applied to Arbor and must also be paid in advance.

SMASH reserves the right to change our provision and these terms within reason and at short notice should exceptional circumstances arise, such as the emergency closure of our premises or a change in statutory or legislative requirements.

Objectives

The objectives of SMASH are to:-

- ensure staff have the knowledge and training required to provide excellent care of the children.
- provide a fun, safe, happy environment with a variety of activities appropriate for age groups of Reception Year through to Year 6.
- give children the opportunity to play and learn in a fun way.
- give children a broad and stimulating range of experiences both intellectual and physical, using school facilities
- help children improve their social skills and foster good manners.

Times of Regular Term-Time sessions

Breakfast Club - 7.30am to the start of the school day; runs every day that children are required to attend school.
After School Club – From the end of the school day to 6.30pm; runs every day that children are required to attend school.
On the last day of each term, when the school closes early, the afternoon session will run from the end of the school day to 5.30pm.

Parent - Club Relations

We strive to develop open, co-operative and positive relationships between home and school, including wraparound care, with parents and carers becoming active partners in their children's time spent at SMASH.
We always welcome your constructive feedback to help us improve and to plan for the future.

If you need to raise a concern, please contact the Club Manager, Mrs Stachura. For safeguarding or urgent concerns please contact the Headteacher, Mrs Abrahams. Both members of staff may be reached at smash@st-marys.richmond.sch.uk

SMASH is owned and run by St Mary's C of E School. Staff working in SMASH have full Disclosure and Barring Service clearance and appropriate qualifications for working with children.

Policies and Procedures

SMASH observes St Mary's School policies, available on the school website, including the St Mary's Behaviour Policy.

In the SMASH Booking Request Form, your response is required specifically for SMASH regarding photo permission, medical and dietary needs and people you authorise to collect your child from SMASH.

In line with St Mary's School policy, SMASH adheres to all current GDPR regulations. SMASH comes under St Mary's OFSTED registration.

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Making a Booking and Your Agreement with SMASH

How to Make a Booking

If you wish to request a booking, please complete and submit as appropriate either our Booking Request Form for a Regular Booking or our Ad Hoc Booking Request Form, both of which are available on the SMASH website, link here.
Booking Request Forms for holiday and INSET day sessions will be available on the website as they arise.

New applications will be considered in the order in which we receive them whilst adhering to our priority criteria outlined below. Please do not regard your booking as confirmed until you receive a confirmation email from us and you have paid for your booking.

Unfortunately we cannot hold unpaid places, nor give any guarantees of future availability though to assist you with your planning, we will do our best to give you an indication of our anticipated availability.

Your Agreement With SMASH

By submitting a Booking Request Form to us, you are indicating your acceptance of our Terms and Conditions. Your first payment (by any of our accepted payment types) is taken as the start date of your Agreement with us and our Terms and Conditions including our applicable notice period, will apply.

Additional Needs

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 she is not already aware.

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.
We require a minimum of one full school day's notice to cancel this support should your child not be attending a booked session, otherwise the support is chargeable to you.

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 of their needs but also the needs of the other children. We reserve the right to evaluate individually every request for a booking. In all cases, the Headteacher's decision is final.

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How We Process Booking Requests and Waiting Lists

Booking Requests and Availability

We process requests for booking amendments and new bookings in the order in which we receive them (first come, first served).

At times when limited availability is highly demanded, sessions will be offered in the following order of priority:-

1. to existing SMASH attendees
2. to siblings of existing SMASH attendees, including new Reception starters
3. to families new to SMASH

At our discretion, in periods of particularly high demand such as June-July in preparation for the new academic year in the autumn, we will operate an application period with an opening date and a cut-off deadline which will apply both to submission of new requests and to amendments to existing bookings.
Across the summer holidays, our usual notice period is different – there is more information on our Notice Period in the section 'Changing Your Booking or leaving SMASH'

If we receive no response from you (in the form of payment or email or phone communication) within two school days following our booking confirmation email, the offer of sessions will be withdrawn and made instead to the next child.

New Pupils Joining Reception

During the summer term before Reception children start at St Mary's School, we will issue information on SMASH including how to book and your child's SMASH start date. We will operate an application period during June-July with an opening and closing date for submission of applications for the autumn. Payment is required no later than the end of term in July for a September start. Should you subsequently need to amend your booking, please refer to the section 'Changing Your Booking or Leaving SMASH'.

Starting school is a big adjustment for new Reception children. We wish to give our young pupils the best opportunity to get used to their new surroundings and routine before they may join SMASH. Therefore, in September, Reception children are not permitted to start in SMASH until they have attended school for two weeks. The exact start date will be included in the starting information referenced above.

New Reception siblings of existing SMASH attendees are given priority should availability be limited – see above.

Waiting Lists

We do not usually hold waiting lists but on occasion that we do operate a waiting list for a particularly highly demanded session, availability will be offered in the same priority order as above.
Waiting lists are cleared at the end of the academic year.

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Contacts and Communications

Our contact details

- Our email:– smash@st-marys.richmond.sch.uk (monitored Monday to Thursday 9.00am to 12.00mid-day in term time)
- The SMASH phone number:- 07897 122990 (monitored during all SMASH sessions and during the school day in term time)

Communications

You are required to keep your contact details updated – you must let us know if your contact details have changed. It is not the school's responsibility to alert SMASH to changes.

If your child will not be attending an After School booked session, you must let SMASH know in advance; please phone or message SMASH on 07897 122990 or email us at smash@st-marys.richmond.sch.uk. Please also inform your child's school office.

We will send SMASH communications and updates from time to time as necessary via the phone number(s) and email address(es) that we hold on our school records. Failure to respond to phone calls or emails within two school days of calling/sending may result in your child losing his/her booking.

We will keep the information on our web page up-to-date. If we make significant changes to items on our website, we will alert you to this via email.

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Charges and Payment

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 payment deadline. One charge applies to your combined outstanding Breakfast and After School Club 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	

The charge per session is fixed regardless of how long your child attends on the day. This applies also to those attending an activity club or a one-off event before coming to SMASH After School Club.

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

Our fees are reviewed annually. Changes will be published on our website or notified by email.

Charges During School Trips

If your child is on a residential St Mary's School trip, you will not be charged for SMASH sessions on the trip dates. Your child may not attend SMASH on the day the trip leaves, or the day the trip returns. Your child's regular booking will be maintained for their return after the trip.
Children on a day trip may attend their regular SMASH sessions; usual SMASH charges apply.

When to Pay

All fees must be paid in advance.
Charges for your regular booked sessions must be paid monthly in advance. Usually charges are applied to Arbor on or just before 24th of each month preceding the month they relate to. The payment due date is the end of that preceding month – for example, charges relating to sessions in February will be applied to Arbor on or around 24th January with a payment due date of 31st January.
We have one exception to take account of the school summer holidays; charges for September will be applied to Arbor on or around 10th July with a payment deadline of the end of the summer term.

Charges for Ad Hoc, holiday and INSET day sessions must be paid immediately upon our confirmation email, in advance of your child's attendance.

Understanding Arbor

Arbor holds a running total of your SMASH items. Breakfast Club, After School Club, Holiday Sessions and INSET Days are all shown as separate SMASH items. Each item reflects payments made by you and charges applied by us and the balance figure displays the amount outstanding (or credit if you have paid more than required).
Your transaction history and your booked sessions are viewable in Arbor.

Ways to Pay

You may make your payment by

- credit or debit card direct on Arbor
- HMRC Tax Free Childcare
- Childcare Voucher
- or by any combination of these.

To pay by HMRC Tax Free Childcare – log in to your HMRC account and make your payment instruction to us from there. We may be found via our school name and address, St Mary's Church of England Primary School, TW1 3HE or by our OFSTED number, 102914.
Please allow three working days for your payment to reach us.
It takes a further couple of days for us to manually update your Arbor balance.

If you wish to pay by Childcare Voucher, please contact us by email for guidance.

If you wish to use Universal Credit, you will need to pay your fees in full, then submit your reimbursement claim to Universal Credit. You may require our OFSTED number for this: 102914.

Refunds, Discount and Credit

Refunds are not offered for:-

- cancellations or reductions of your booked sessions falling within the applicable notice period.
- your child's attendance at only part of a booked session due to school-run activity or one-off event or an external activity elsewhere.
- your child's non-attendance as a result of illness, early collection, holidays taken during term time or your change of plans, personal circumstances or choice.

- periods of staff industrial action, when your child's class in school is closed but SMASH is open as usual
- public or utility services issues such as highway and public transport delays and failures

We will refund:-

- paid sessions outside the applicable notice period.
- any credit on your account greater than the value of sessions falling within the applicable notice period.
- paid sessions cancelled by us as a result of occurrences and/or club closures due to epidemics, fire, war, acts of terrorism or other emergency reasons.

We recommend you pay only the monthly charge each month; please do not overpay. Our experience tells us that parents' needs can change unexpectedly or that school circumstances can change at short notice (eg Covid closure).

Should SMASH apply a discretionary discount to fees, this discount will be solely as a gesture of goodwill and will not constitute any variation of our Terms and Conditions.

Since our costs are the same for each child, we are unable to offer sibling discount.

Late Payment and Non Payment of Fees

It is the responsibility of parents to ensure their payments reach us by the due date.
Non payment or persistent late payment may result in the loss of your booking.

If you are having difficulties in completing your payment on time, you are strongly advised to contact us at the earliest opportunity.

Your combined Breakfast and After School Club balance unpaid after each payment due date will incur our Late Payment Charge of £25 per child.

Late Collection Of Your Child

Collection of your child after 6.30pm will incur a charge of £4.00 per 15 minutes and/or part of 15 minutes late.
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, persistent late collection will forfeit your booking.

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Changing Your Booking or Leaving SMASH

Notice Periods

During the academic year, our **"Regular Notice Period"** applies. From a date in mid September* through to a date in mid July*, a minimum of one calendar month's notice is required if you wish to reduce or cancel your regular booking.

During the summer, our **"Summer Notice Period"** applies. Change or cancellation requests for the autumn notified to us between the specified dates in mid July* and mid September* will not be actioned until mid September* at the earliest. The minimum notice required is one calendar month which may mean your change is actioned later than mid September*.

Booked sessions falling within the applicable notice period are chargeable.

Paid sessions falling with the applicable notice period are not refundable.

* The dates referenced above will vary slightly from year to year; the specific dates, one in mid July and one in mid September, when our Summer Notice Period applies, will be published annually on our website early in the summer term.

Changing Your Booking

It is assumed that your regular booking is the same from one month to the next unless you contact us to request otherwise. If you require a change, please email us with your wishes and your preferred date of change. Changes are subject to availability and we require a minimum of three school days to process a change request.
If you wish to reduce or cancel your booking, our applicable notice period will apply.

If your child is not going to attend a booked After School Club session, you must let us know in advance, preferably by phoning or messaging the SMASH number, 07897 122990, or by emailing smash@st-marys.richmond.sch.uk. Please also let your child's school office know.

It is not possible to book alternative days in lieu of missed sessions, nor to swap booked days.

Leaving SMASH

If you wish to reduce or cancel your regular booking, please email us at smash@st-marys.richmond.sch.uk. Our applicable notice period and our refund policy, outlined above, will apply.

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Medical and Dietary Information

Medical and Dietary

Parents should take a proactive approach to their child's medical and dietary needs.
You are responsible for ensuring SMASH has up-to-date medical and dietary information about your child and for supplying and maintaining in-date medication as required. Please note - 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.

Children must not attend school or SMASH if they are unwell and paracetamol or ibuprofen should not be used to reduce fever in order that a child may attend. Children who are not well enough to attend school may not attend SMASH.

The contacts you supply on your Booking Request Form must be available to SMASH if necessity arises.

If you are not sure about your child's illness please refer to the gov.uk website here

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A Day in SMASH

SMASH Staff

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 in all SMASH sessions. Staff receive ongoing training in various aspects of child supervision and care, including safeguarding, behaviour management, child protection and activity delivery.

Activities

- Arts and crafts
- Story time and reading support
- Physical activities including skill development and games
- Board games and puzzles
- Time to relax and play
- Homework support
- Screen time (this is kept to a minimum and is used only if the weather is particularly inclement)
- Yearly trip (additional charge may apply)

Refreshments

- Breakfast Club – breakfast including a choice of cereal, toast with spreads, fruit
- After School Club – a hot meal every day; fruit, salad and sandwiches

Please ensure you keep SMASH up-to-date with any food allergies and intolerances

Dropping Off and Collecting Your Child

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.

You may drop of later than 7.30am and pick up before 6.30pm but bear in mind your child may miss food times.

If your child is not going to attend a booked After School Club session, you need to let us know in advance by phoning or messaging SMASH on 07897 122990 or by emailing smash@st-marys.richmond.sch.uk. You must also let your child's school office know.

SMASH staff will escort your child between their school location and SMASH, including the Infants and Junior School sites, after Breakfast Club and before After School Club. Unfortunately it is not possible for your child to have a bike or scooter if attending SMASH.

SMASH staff will collect pupils from extra-curricular clubs run at a St-Mary's site and bring them to SMASH After School club. You are required to notify SMASH and your child's school office in advance if your child is attending an extra-curricular club so arrangements can be made.

Only people listed on your Registration/Booking Request Form and who are 16 years of age or older can collect your child. If you require someone else to collect, you must 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.

Lost Items

We are not responsible for any items left at the club. We strongly recommend that all your child's items are clearly labelled.

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Our Requirements From You

We Require You to Supply and Keep Updated:-

- Your contact details
- The details of the people you authorise to collect your child
- Your child's medical and dietary information
- Your child's medical supplies
- Weather-appropriate items such as sun cream (your child must be able to self-apply; SMASH staff are not permitted to do this), sun hat, wet weather and warm clothing such as weather-proof coat, gloves and warm hat. All items must be named.
- Any changes to your child's circumstances which are relevant to SMASH.

Whilst On Our Premises

We will not tolerate from any person, whether parent, carer or visitor, any form of aggressive, confrontational or threatening behaviour. Our club is a place of safety and security for the children in our care and for the staff who work there and we reserve the right to ban any person exhibiting unacceptable behaviour.

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