



The Den

at Holy Trinity CE Primary School

PARENT HANDBOOK

2025/2026

About The Den

The Den is operated by Holy Trinity CE Primary School, Glebe Road, Cuckfield, RH17 5BQ

Email: theden@htprimary.co.uk

After School Club is open from 3:15 to 6.00 pm during weekdays, term time only, with an option for an additional 30 minute session from 6pm – 6:30pm (at an additional cost)

All year groups are based at Holy Trinity CE Primary School, and will have use of the school hall, The ICT suite, other rooms in school and the outside area (weather permitting), for various activities.

Aims

At The Den we aim to provide a safe, secure, happy and relaxed environment, offering a range of activities to reflect the interests of the children in our care, whilst maintaining the Core Values of our school.

What We Offer

Club staff will organise daily activities for the children to access. These will include a range of activities and resources, for example; outdoor play, themed sessions, crafts, drawing and colouring, board games, puzzles, construction toys, quiet area, homework and reading.

What We Provide

We offer healthy snacks when the children arrive and provide and serve a hot meal (excluding some Fridays where a cold buffet style meal will be served). We promote independence, by encouraging the children to clear away after themselves.

We meet individual dietary requirements and parental preferences wherever possible. Parents are welcome to send their child with a packed tea should their child prefer not to eat the menu offered. This must not contain any nuts or nut based products and no refund on fees will be given if the meal provided is not taken. You must inform staff at The Den via WhatsApp message or email if you have provided a packed tea for your child so it is not missed.

Staffing

Our Club is managed and run by Holy Trinity CE Primary School and the staff are all employed directly by the school, therefore the values, behaviour and ethos of The Den reflect those of our school.

All staff members are DBS checked. There will always be a trained first aider on duty.

If you have a query or concern at any time, please speak to a member of staff at The Den when you collect your child / children. If you prefer to arrange a more convenient time for a meeting, please contact the Manager.

Policies and Procedures

The Den has adopted all of the school policies and procedures, which are available on the school's website.

TERMS AND CONDITIONS

Admission

The Den aims to be accessible to children who attend Holy Trinity CE Primary School only.

Admission to The Den is bookable through MagicBooking.

Payment of Fees

There is a one off, non-refundable registration fee of £25.00 per child (new registrations only).

The current fees (2025/26 academic year) are:

| AFTERSCHOOL CLUB | | |
|-------------------|--------|--|
| 3.15 pm - 6.00 pm | £17.50 | This option includes snacks and a meal |
| 6:00pm – 6:30pm | £5.00 | Extended session |

Fees are payable in advance online via the MagicBooking system and childcare vouchers are accepted. We are registered with most voucher providers, and are happy to register with any that we are not.

Session booking and payments will be made via MagicBooking.

The price per session per child applies to all children, and is payable in full for bookings of 34 days or less. For bookings over 34 days, an instalment plan will automatically be calculated by the system, and the first instalment will be payable immediately.

We do not charge for bank holidays and professional training/INSET days as we are not open. We are also not open on the last day of every term.

If you are having difficulty paying fees, please speak in confidence to the Manager in the first instance.

Ad-hoc Bookings

Extra ad-hoc sessions may be booked subject to availability as shown on the MagicBooking system. The cut off time for bookings is 7 days in advance of the session. If bookings are required after the cut-off time has elapsed, please contact The Den Manager or the School Office to see if there is any availability. Whilst we aim to accommodate parents, if we do not have staff scheduled then we will be unable to accept ad-hoc bookings. If you require emergency after school childcare (with less than 7 days' notice) – please call the school on 01444 45495 and we will do our best to accommodate you.

Cancellations

Cancellations can be managed online by parents and carers, but please be aware that cancellations made with **less than 48 hours'** notice will not be refunded. **Please cancel all bookings online, as the MagicBooking system will produce a live register that will be used by the Manager every day.**

Credits will not be given if your child is off sick.

Please remember that we need to know if your child will not be attending The Den for any reason. Even if you have informed the school for their school day attendance, you **must** notify The Den, as the school does not pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

Induction

During your child's first session, they will be advised of the rules and routines and introduced to the staff and other children.

Arrivals and Departures

Children in reception, year 1 and year 2 will be collected by staff from The Den at 3:15. Children in years 3-6 will be dismissed from class at 3:15 and walk to The Den. We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. **We will not** release your child into the care of a person unknown to us without your authorisation, and them also giving us the correct password when collecting, that you provided to us at the time of registration.

The Club finishes at 6.00 pm sharp for the main session. If you are delayed for any reason, please telephone the Club to let us know. A late payment fee of £3.50 applies after 6.05 pm, and £5.00 for every 15 minutes thereafter. This will be charged to you at time of collection.

If your child remains uncollected after 6.30 pm and you have not informed us that you will be delayed, and if we have been unable to reach you or any of your emergency contacts, we will contact Social Services.

The same rules apply for the extended session.

Child Protection and Safeguarding

The Den follows the school's existing child protection and safeguarding practices. Details of which can be found online:

https://www.holytrinity-cuckfield.w-sussex.sch.uk/web/safeguarding_1

Equal Opportunities

Our Club provides a safe and caring environment, free from discrimination for everyone in our community, including children with additional needs.

- We respect the different racial origins, religions, cultures, genders and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment

SEND

We make every effort to accommodate and welcome any child with additional needs while taking in to consideration the safety and well-being of the other children attending the provision. We will work in liaison with parents and carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the limitations of The Den. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with additional needs.

For more details on equal opportunities and special needs, see our Equalities Policy and SEND Policy.

GENERAL INFORMATION

Behaviour (children)

Children and staff follow the school's Behaviour Policy, which is available on the school's website.

The Den staff and children adopt the values of the school.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the respect that we expect from them, and engaging children in activities.

The Den has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases. See our Behaviour Policy for more details.

However, if your child's behaviour poses an immediate danger to themselves or others, we will require you to collect them from The Den immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from The Den.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. The Den is a place of safety and security for the children who attend, and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at The Den, we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send them to The Den for 48 hours after symptoms have ceased.

If your child is sick, unfortunately these days are non-refundable.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed via the MagicBooking App.

Medication

Medical conditions will be registered as per the existing school records, therefore no additional forms will be required. See our Administering Medication Policy for more details. If new conditions arise, please advise the School Office in the first instance.

Complaints Procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to any member of staff or speak with the Manager.

All written complaints will be acknowledged within seven working days of receipt, and a full written response will be given within 28 days. A full copy of our Complaints Policy is available on request.

PLEDGE TO PARENTS

We value our relationship with parents and carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome a meeting with you to discuss our work or have a chat. Please email to arrange.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures
- Be consistent and reliable to enable you to plan with confidence and peace of mind
- Share and discuss your child's experiences and interactions with peers
- Ask your permission for special events
- Listen to your views and concerns to ensure that we continue to meet your needs

CONTACT INFORMATION

The Den
Holy Trinity CE Primary School
Glebe Road
Cuckfield
RH17 5BQ

Mobile number: To contact the The Den directly they have a mobile that is answered during the opening hours of The Den only. To call / message them the number is **xxxxxxxxxxx** and **this can only be via WhatsApp voice calls or messages due to signal limitations in the village**. Please be aware they may not be able to answer if they are dealing with children. Please leave or send a message and someone will do their best to get back to you.

Email: theden@htprimary.co.uk