Welcome Pack

updated July 2025

Welcome to Mighty Oaks. We hope we can provide an antidote to the prevailing screen based culture and provide your child with many hours of self directed freetime fun, with their vibrant peer group, in our tailor made environment.

Here are some things you need to know. Please read all the information carefully as there are some things you need to do regularly, especially in terms of payment.

1. **Book The Childcare**: our booking, and payment portal.
2. **Q bell:** Our helpful doorbell system.
3. **Terms and Conditions:** boring but useful.
4. **Key Policy Documentation,** and where to find the rest.

What is BTC? How do I book? How do I pay?

Booking: BTC is our booking system. You can make ad hoc, one off bookings or a pattern of bookings across the whole term/year in just a few minutes.
Any bookings you make on BookTheChildcare.com that are in place at the turn of the month will be invoiced and are payable.

Cancellations: Cancellations can be made up to 48 hours before the booked session. Once cancelled, any refunds due will be credited the following month. You are always entitled to a refund as long as you cancel 48 hours before your session.

How To Pay

Card payments can be made (via Stripe) within BTC, through your invoice.

Childcare vouchers are accepted if your employer is registered for a scheme.

Tax Free Childcare can also be used to pay for your Mighty Oaks sessions. For more details see here:
Please see below for the Ofsted registration details you need, depending on the Club your child attends:
Mighty Oaks @ The Clubhouse URN: 2578723
Mighty Oaks @ Ashton Keynes URN: EY423506
Mighty Oaks @ Cirencester Primary URN: 2620504

If your child only attends our holiday club at The Clubhouse or CPS you can use any of the Ofsted details.

Paying with Tax Free Childcare or Childcare Vouchers:

1. Please pay by 10th of the month as the process may take several working days to register. Payment needs to reach us by the 15th of month or you will be charged a late payment charge, automatically applied by BTC.

2. Once you have paid using your childcare voucher or tax-free childcare parent portal **you must do the following steps to avoid a late fee payment:**
    a. Please return to the book the childcare parent portal
    b. Press '*pay invoice*', and indicate the amount you have paid by voucher/TFC… (This figure will come off the total, leaving you only the balance to pay by card).
    c. If you have made several voucher and/or tax free childcare payments please use this function several times, making **an accurate record of each payment, NOT the final total**. This is because we will be looking to trace your payments in our bank. We will not be able to locate a total. We will only be able to locate individual payments.
    d. Only once you have done the above, will your invoice on BTC show that you have paid.
3. We will be presented with the details of the amounts paid and the reference, in a list, alongside hundreds of others. This is why the details (references, names and amounts paid) must be accurate and detailed
4. We need to cross reference with the bank and confirm within BTC.
5. Once we have done this the payment process is complete.

If you do not follow these steps methodically you will receive an AUTOMATED email notifying you that you have not paid even though you know you have. If this happens after the 15th of the month you will also be charged a late fee.
If you do not accurately tell the machine (BTC) you have paid - the machine will not know.
If the machine does not know it cannot tell the humans.
If the humans have to intercede it can take a lot of administrative time.
Please give the machine what it needs. Thank you 😀

A note about Tax Free childcare

1. Martin Lewis explains how to save money using the Government's Tax-Free Childcare scheme. It's a simple way for working parents to make childcare more affordable - and it's easy to use too!
2. Tax-Free Childcare is a government-backed initiative that helps working families with the cost of approved childcare, including holiday and after school clubs. For every £8 you pay into your online childcare account, the government adds an extra £2. That's a 20% saving, going up to £2,000 per child per year.
3. It's easy to claim. First set up an online account through the **Government's Tax-Free Childcare website**. From there, you can deposit money to pay for your childcare. When you book your child's place at Mighty Oaks, just use the balance in your account to cover the cost by selecting us as your chosen provider.
4. Please see below for the Ofsted registration details you need, depending on the Club your child attends:
    a. Mighty Oaks @ The Clubhouse URN: 2578723
    b. Mighty Oaks @ Ashton Keynes URN: EY423506
    c. Mighty Oaks @ Cirencester Primary URN: 2620504
5. If your child only attends our holiday club at The Clubhouse or CPS you can use any of the Ofsted details.

2. Q- Bell: our handy virtual doorbell

Please take one minute to submit this form. We will send you an invite which will take you through the process of downloading the app and logging in.

Imagine, you may arrive at the gate to collect your child and they may already be there!

Convenient though this is for you, it is even more incredible for us and your child. It reduces our stress and allows us to provide a professional service with a smile. It allows us to sensitively extract your child from whatever activity they may be engaged in, wherever they may be in the club, make sure that all their belongings are accounted for and calmly accompany them to the exit for you. In CPS we have been unable to get phones or bells to work consistently so, without Q bell, you could be waiting out on the street indefinitely.

3. Terms and Conditions

T and Cs: Booking your child into Mighty Oaks is taken as your agreement to the following conditions:

1. Mighty Oaks operates as a subsidiary of Acorns Nursery School and operates under the guidelines of **Ofsted, the registering** body. Policy documentation is available for the information of parents. To view our Ofsted reports go https://reports.ofsted.gov.uk and put in our URN (Unique Reference Number) by setting as follows:
    - Clubhouse = MOCs: EY2578723
    - Ashton Keynes = MOAKs: EY423506
    - Cirencester Primary School = MOCPs: EY2620504

2. **Mighty Oaks, caters for children who are regularly attending primary school.**
3. **Fees are payable monthly in advance by the 15th of the month**. Payments by childcare Voucher and Tax Free childcare should be made by 10th of month as these sometimes take several working days to process. Late payments will incur a 10% charge. However, we reserve the right to request up front payment (in cash or by bacs) from certain users (usually first time users of holiday club) where we feel this is appropriate.
4. **All payments are to be paid by credit or debit card via our online system.** Our staff are primarily employed to be child facing. We have developed BookTheChildcare.com, an automated system, to cut admin time. We , therefore, politely ask that you use it as a payment portal. We would rather parents did not pay by cheque or bacs as this involves considerable admin. Therefore, the following two points apply:
5. **Cheques** will only be accepted via prior arrangement by email and carry a £5 admin surcharge. We will need to receive the cheque by the 5th of the month to ensure it is cleared before the 15th. If the cheque is late there will be an additional £5 surcharge.
6. **Bacs Transfers** will only be accepted by prior arrangement by email and will carry a £5 surcharge. We will need an email by the 5th of the month to confirm that the funds have been transferred (as, due to holiday clubs, staff are sometimes not available to check the

bank for many working days). If we do not receive this confirmation email there will be an additional £5 surcharge.

7. **Overdue Accounts:** We reserve the right to suspend or terminate accounts that remain overdue.
8. **Childcare Voucher /Tax Free childcare Procedures.** We accept childcare vouchers. However, we do ask you to follow the procedures outlined above in the help doc. to ensure the money is allocated correctly to your account.
9. **Voucher payment /Tax Free childcare details must be entered into BTC by the 10th of the month**. This gives us time to approve the payment (confirmed in our bank and reconciled on our system) by the 15th of month and if necessary sort out any issues that may arise. If this process cannot be completed by the 15th, a late fee may be applied.
10. **Childcare Voucher /Tax Free childcare Surcharge £5**. If the procedures above are not followed or we receive voucher payments to an incorrect account we reserve the right to charge a fee.
11. **Fee Increases:** Mighty Oaks reserves the right to increase fees. All sessions invoiced after a fee change will be charged at the new price.
12. **Dates:** Mighty Oaks after school clubs will run according to the relevant school term dates but reserve the right to close dates at short notice if unforeseen circumstance makes us unable to provide the service. Holiday Club will generally follow Gloucestershire term dates but may exclude INSET days.

13. **Extra Charges for not booking on BTC**. In the event a parent has forgotten to book a (regular attendee) child in, but the children come to Mighty Oaks expecting to be collected we will:
    1. Call the parent (and leave a voicemail if necessary).
    2. Inform the school office, with whose permission we will collect the child and bring them to our club.
    3. We will make a manual register to comply with ofsted guidelines
    4. We will add the session cost to the account as an extra charge
    5. There will be no sibling discount in this instance
    6. We will add a **20% admin charge** for all of the above.

14. It is the parents' responsibility to let us know if someone other than yourself will be **collecting your child.** They must be over 16 years of age. You must go into your account information and 'add person'. If this person has never collected before please also use the 'Message your club manager' button to send a notification.
15. Parents **must inform** Mighty Oaks teams if a child is to be collected after a club run by the school. You can amend your child's 'Pick up time' under their booking line on their bookthechildcare.com profile. We reserve the right to impose a £10 fine if this is not done.
16. **Q BELL** - We ask all parents / frequent collectors to accept our invite to Q Bell, download the app on their phone and use the virtual bell to alert us of their approach for collection. This allows us to provide our service calmly and professionally. We recognise that there will be individuals for whom this is a problem in which cases we ask you to request an exception by email.
17. **Refunds** are not made when the school is closed due to unforeseen circumstances (e.g. snow or strikes) as staff still need to be paid in these unusual instances. We will also endeavor to still run in these circumstances, so you can still bring your child to us for

some fun even if the school was closed that day. This may not be possible where the club is run on school premises.

18. **10% Sibling discount is at our discretion** and only redeemable as a credit against future bookings on BTC. It is applied retrospectively, on the next month's bill, when the system can look back and calculate when siblings attended together, taking into account any cancellations or extra bookings that may have occurred within the previous month. It is non refundable if no further bookings occur.
19. Credits due to cancellations will be paid back via subsequent bookings on BTC. Cash refunds will only be made at the discretion of the management in the event of unforeseen circumstances.
20. **Cancellations made within 48 hours of the booked session will not qualify for a credit.** This is categorised as a 'Late Cancellation'. Unfortunately, due to pre arranged staffing, you will be charged in full in the event that your child does not attend. If your child has had sickness or diarrhoea they are not allowed to attend for 48 hours since the last episode, in accordance with the Health Protection Agency's 'Guidance on Infection Control'. We understand that these circumstances can sometimes be difficult for parents but ask that you notify the manager of your club if your child cannot attend. Especially in the case of after school club, much time and trauma can be endured looking for potentially lost children only to find parents/ grandparents have collected but not informed the club.

21. If you experience difficulties with the booking system please refer to the **HELP doc**, here

22. **Late Collection Policy**
    - **Parents must be arriving to collect their children by 5.55pm* so staff can be leaving the premises on time, i.e. at 6pm**
      We understand that sometimes bona fide reasons for late collections do occur, and life can throw hurdles in our way, however, this does not alter the fact that:
    - The after school venues (CPS & AK) are hired until 6pm and we must take steps to ensure this is the time that we vacate.
    - Staff shifts finish at 6pm , often after a day starting at 9am and sometimes 8am, so they need to be enabled to go home on time.
    - For legal and safeguarding reasons it is preferable to have two staff stay even for just one child and they need overtime pay. Staff may also have their own children to collect and may have appointments but need to wait with children which can be highly inconvenient.
    - Consequently, there will be a late collection fee of £5 (per family) which will be applied to your account once your collection sign out time (time in which you ***leave*** the building) goes to 6:01pm and for each 15 minutes thereafter (i.e. £10 at 6.16pm etc).
    - *Ashton Keynes Fridays - these times are one hour earlier
    - These charges will be applied to your BTC account.

23. **Bookings/ Cancellations:**

- After school club bookings or cancellations can be made right up to 3.15pm on the day within the bookthechilcare.com. The registers will be updated in real time regarding your booking.
- If you need to contact the manager after 3pm please text the club setting phone. Texts are better as there is a paper trail and the manager can answer at a convenient point.
- Cancellations within 48 hours of the session will not be refunded.

24. Emergency numbers

In an emergency regarding your children then please ring the following numbers:

- **MOCS**(Mighty Oaks @ the Clubhouse) mobile - 07740 024 619
- **MOCPS**(Mighty Oaks @ Cirencester Primary School) 07566 785 934
- **General Manager- Hannah - Clubhouse** Landline - 01285 706890
- If, on any of the above, you do not get an answer, please call Acorns Nursery School Office on 01285 655505

25. Privacy Policy

We have a legitimate interest to collect and process your data. How we do this is outlined in our Privacy Policy which you can find on our website parent page. http://www.acornscirencester.com/mighty-oaks-parents-area.php

26. Lone Working

At times, at certain clubs it may be necessary to have one member of staff on duty. In this event we follow our lone working policy, here: **https://docs.google.com/document/d/1j-d9lpdWDnlxMGY3gYxHaUz-5ooqsUxiSOOMwqt3GLM/edit?usp=sharing**

27. Friday at Ashton Keynes

Currently, this only happens regularly at Ashton Keynes on a Friday due to very low numbers. This session costs us more to run than we recoup, but we continue to run as a service to the parents and for continuity of care for the children. Consequently, we charge the full price despite closing at 5pm. We close at 5pm as this is when the last member of the school staff leaves, and we do not want our staff member (usually the manager) to be the only person on site.

If the manager is off for any reason, we may need to cancel this service at short notice as anyone covering her needs to be a driver, be fully competent and confident in their training and/or skills for the role, e.g. paediatric first aid, safeguarding and basic food hygiene training.

If this happens, we will give as much notice as we can. We will call, leave voice messages, text and email to ensure the message has been received.

28. Concerns

- If you have any feedback about the club please email us in the first instance: admin@mightyoaksclubs.com
- Or, if you feel it is appropriate to: miles@acornscirencester.com

29. **Mighty Oaks reserves the right to update these terms and conditions as the needs of the business develop but we will always endeavour to inform parents by all reasonable means.**

4. Policy documentation Summary

Mighty Oaks Behaviour Code of Conduct

At Mighty Oaks we aim to create an atmosphere in which all children feel happy and safe. Some behaviours compromise those important values. For this reason, we have set out the following code of conduct, which we expect all children to abide by.

If children are not able to abide by this code of conduct, for any reason, we will have an initial meeting with the parent/s. Reasonable strategies may be put in place to support the child with their behaviour, and the behaviour will be monitored. If the behaviour continues, the child may be asked to find alternative after school or holiday club care.

Some extreme behaviours will not be tolerated at all; see below for further details.

We expect all children to:

- Be respectful to the environment, and look after the resources
- Treat each other and the staff with kindness and respect
- Follow the 'Golden Rules' of the Club with regard to expected behaviour

The following behaviour will not be tolerated. If there are three occasions on which the behaviour happens, the place will be withdrawn:

- Swearing - at children, staff or in general conversation
- Biting
- Violent or intimidating behaviour, including but not limited to: hitting, kicking, punching, spitting, choking,

Please follow these links to our other most relevant policies:

- Behaviour
- Four Year Olds
- Safeguarding
- Privacy Data Protection
- Rest of the Key Policies

All our policies are also available in full upon request.