



Frequently Asked Questions

What level of qualifications will the staff that operate the clubs have?

The staff that will be responsible for the day-to-day running of the clubs will be existing members of school staff who are already qualified to the necessary standards and familiar with all of the relevant school policies (The full list of school policies is available on the school website).

What is the ratio of adults to children within the clubs?

We will be following the guidelines set out by Ofsted regarding staffing ratios.

Will all of the food provided at the after-school club be hot?

A light supper (e.g. Beans on toast, Soup, Pizza, Pasta, Various wraps and fresh fruit) will be provided to children who have booked the 3.05 - 6pm session.

Will “pudding” be provided?

“Pudding” will not be provided but fruit will be available.

Can I book my child in for the whole year?

Currently, The Lighthouse Club operates on a term-by-term basis, as this is easier to manage from an administration perspective.

What is the cancellation policy?

You can cancel or amend any of your bookings, subject to availability, up to 48 hours / 2 days before the session takes place. If you need to cancel a session after the system has ‘locked’ you will need to contact the school office. Refunds will not be given for sessions cancelled whilst the system is locked, as we will still need to pay for staffing and the other associated costs of running the clubs even if your child does not attend. Please see the terms and conditions for further information.

Can I transfer my child’s place to another child if I know I won’t need the space on a particular day if I give enough notice?

Sessions are non-transferable.

Can I pay by Childcare vouchers?

We do accept payment via childcare vouchers. We are currently registered with the following schemes:

Kiddicare, Co-operative, Sodexo, Kiddivouchers, Care-4, Edenred, Co-operative & Employers for Childcare. If you have an alternative provider please provide the school office with their details.

What is Courthill Infant School’s Ofsted registration Number?

Our registration number is 142972

Can I pay by the Government Tax-Free Childcare Scheme?

Yes, payments can be made via the Government's Tax-Free Childcare Scheme. You will need to register with them in order to make payments to us.

What is the latest time I can collect my child?

The Club closes at 6pm. There is no facility for an extension to this time. If you are going to be unavoidably late, it is important that you contact us as soon as possible, so that arrangements can be put in place. We reserve the right to impose a late collection fee in order to cover the additional costs of staff time for having to stay after their contracted hours. Persistent late collection will result in your space being cancelled.