Parent Welcome Pack 2025/26

THE GAP CLUB

CHILDCARE SOLUTIONS

After School Club

Homer First School School

Testwood Road, Windsor, SL4 5RL

01753 251077
www.thegapclub.com

Early Years age 3+

Ofsted

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Dear Parents/Carers,

We hope you and your families are well.
We are excited to announce that we have created this comprehensive guide for our afterschool clubs.

This guide aims to provide valuable information and resources to support our children and ensure that they have a positive and fulfilling Gap Club experience. We encourage you to take a look at the guide and familiarise yourself with the important details it contains.

If you have any further questions please don't hesitate to contact us at our Head Office.

Call: 01753 251 077
Email: office@thegapclub.com

Head Office
The Gap Club Ltd

About Us At Homer First School

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About Us at Homer First School

Welcome to The Gap Club at Homer First School.
We provide a calm, nurturing and fun afterschool environment where children are cared for by experienced staff in a safe, familiar setting.

Our Location & Hours

Our club runs from 3:00pm to 6:00pm, Monday to Friday, during term time from Reception to Year 4. The Gap Club has sole use of the nurture room and adjoining classroom located in the portacabin towards the back of the playground. We have access to the playgrounds, hall, field, trim trail, and more.

Our Daily Routine

The Gap Club staff collect all children directly from their classrooms. They settle in with Meet & Greet, where we chat about their day, explain the plan and snack options. Children enjoy a mix of free play, creative activities, outdoor time, and group games. We end the day with a calm tidy-up and handover to parents.

We provide a nutritious snack around 4pm with a selection of fruit or vegetables. Children are supported in making healthy choices and are encouraged to help with washing up to build independence.

At the end of the session, the children help tidy up and then we start calming activities to help children wind down before home time.

Parent Handover

Our handovers are friendly and positive – we'll let you know how your child's afternoon went, including snack, activities and behaviour.
On arrival, parents can press the buzzer at the side gate and a TGC staff member will allow you access through to the portacabin to collect your child/ren.
Phones must not be used during collection, in line with our safeguarding policy.
Only approved adults may collect your child, and we will always confirm details if someone new arrives.

Booking with The Gap Club

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Booking Guidelines

- Parents/carers are responsible for making all bookings.
- Head Office support is available Monday to Friday, 9:30am–2:30pm (excluding bank holidays).
- Ad-hoc sessions are subject to availability and allocated on a first-come, first-served basis.

Contracts and Cancellations

- Contract bookings must be reviewed and approved by the Head Office team. You will receive an email confirming whether your request has been approved or declined.
- Any amendments or cancellations to contracts require a minimum of 4 weeks' notice.
- Changes to ad-hoc bookings must be made at least 48 hours in advance. Please note, payment will still be required even if your child does not attend, as we cannot refill the space at short notice.

Attendance Policy

- Children must be booked in to attend. TGC staff are not permitted to allow entry to any child who is not on the register.
- All absences must be reported directly to TGC.
- If a child arrives without a booking and is not listed on the register, staff will politely escort them to the school office or reception, so school staff can contact the parent/carer.

Booking with The Gap Club

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At The Gap Club we use the Kids Club HQ system to manage bookings for all TGC provisions, it's best practice to book your sessions sooner rather than later to avoid disappointment. Parents can register for a TGC account on Kids Club by clicking the orange 'Book Now' button on our website www.thegapclub.com, once you have set up your account and entered all relevant information you will be able to start booking sessions.

The Kids Club HQ system manages all bookings, registers, and parent/child information. The registers are live, which means they update automatically as soon as a booking is made – including ad-hoc sessions – and include all relevant information for each child.

Kids Club also highlights important details such as medical needs, dietary requirements, and Special Educational Needs and Disabilities (SEND). This ensures our staff have immediate access to the information they need to provide safe, tailored care based on each child's individual needs. It is essential that all information entered is accurate and up to date.

Each child must have at least three emergency contacts listed, and all fields – including medical and dietary information, likes and dislikes, SEND needs, emergency contacts, class, and school details – must be completed in full.

Parents and carers are responsible for keeping their child's information current, reviewing it at least once a year or whenever any changes occur. Holding up-to-date information is vital for us to meet our duty of care and support every child safely and effectively.

Kids Club HQ

Booking with The Gap Club

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Payments

Parents and carers can make payments easily online using a credit or debit card.

We also accept Tax-Free Childcare and most childcare voucher schemes.

If you are paying via Tax-Free Childcare, please ensure that your payment is sent to The Gap Club Ltd (select the correct setting) at least four working days in advance of the session your child will attend.

Please note, we are unable to reserve or hold spaces pending payment. A booking will only be confirmed once the Tax-Free Childcare payment has been received and cleared. We strongly recommend planning ahead to avoid disappointment, especially during busy periods.

We accept a wide range of childcare vouchers. If you are unsure whether we accept your employer's voucher provider, please get in touch with Head Office to confirm before making your booking.

Childcare Choices | UK Government

TGC Safeguarding Statement

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The Gap Club believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm. The welfare and protection of all our children is our first priority. We are committed to safeguarding and promoting the welfare of children and young people and expect all who work with us, visit or have contact with our sites to share this commitment.
Our Safeguarding Policy applies to all staff, visitors and volunteers within our settings.

There are three key commitments to our policy:

1. We are committed to building a 'culture of safety' in which children, young people and vulnerable adults are protected from abuse and harm in all areas of our service delivery.

2. We are committed to responding promptly and appropriately to all incidents, allegations, or concerns of abuse that may occur, and to working closely with statutory agencies in accordance with current legislation and statutory guidance, including the Care Act 2014 and Working Together to Safeguard Children (HM Government, updated 2025).

3. We are committed to promoting the awareness of child abuse and related issues throughout our training and learning programmes. We are also committed to empowering children, through our play ethos, early years curriculum and practices, in their right to be listened to.

Useful Links

NSPCC | The UK children's charity | NSPCC
Guide to CAMHS | Mental Health Services | YoungMinds
Make a donation | Action For Children
The NHS website - NHS (www.nhs.uk)

Collection Procedures

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Collection Times and Responsibilities

Early Collection

At The Gap Club, we understand that plans can change, and you may sometimes need to collect your child before the end of their session. While early collection is permitted, we kindly ask that you notify the club in advance by phone or text.

Without notice, your child may be in the middle of an activity, enjoying their snack, or otherwise not ready to leave. Letting us know your expected arrival time helps us prepare your child and ensures a smooth and positive transition. This is particularly important for children with additional or special educational needs, as changes to routine can impact their experience.

Late collection

At The Gap Club, each session has a set end time, and we kindly ask that all children are collected promptly.

Late collection can cause disruption to the smooth running of the club and will result in a late fee being applied. Regular late pickups may also lead to a review of your child's place at the club.

We understand that unexpected situations may occasionally arise, and in those instances, we encourage parents/carers to arrange for someone else to collect their child if needed. However, if this isn't possible, you must inform the club immediately of any delays to collection, as well as who will be collecting your child if it is someone different than usual. This helps us ensure the safety of all children and maintain smooth handover procedures.

We appreciate your support in helping us maintain a consistent routine for all children and ensuring our staff can manage their time and responsibilities effectively.

Our Safer Collection Process

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Collection Procedures for Alternative Collectors

If someone else will be collecting your child on your behalf, please notify The Gap Club in advance. All collectors—including regular ones—will be required to know your child's unique collection password, which staff will ask for before releasing your child. This is to ensure your child's safety at all times. To avoid any delays during handover, please make sure that all collectors have the password ready.

Collection Passwords

As part of the registration process, parents/carers must assign a unique collection password for their child. This password can be updated or changed at any time to maintain security
If you are unable to collect your child and need to arrange for an alternative collector, please follow these guidelines:

- Alternative collectors must be at least 16 years old.
- The collector must be provided with your child's collection password.
- The club must be informed in advance that an alternative collector will be arriving. Please provide the collector's full name and contact number for emergency purposes.
- If possible, please inform your child about the change in collector. (We are happy to support by informing your child if needed.)
- If your child knows their password, we recommend changing it, as children may share it with others. Collection passwords should remain confidential to ensure your child's safety and well-being.

Food

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Snack Time at the Gap Club

All TGC afterschool clubs provide a light snack from 4:00pm, ready for children being collected from 4:30pm onwards. Snack time is an important and enjoyable part of our routine, promoting independence, healthy habits, and social interaction.

Children are encouraged to self-serve their snacks under staff supervision. This gives them the opportunity to develop practical skills such as scooping, pouring, and cutting. They are offered a selection of fruits, vegetables, and other healthy options, and are supported in making their own choices. Staff gently encourage children to try new foods using positive reinforcement, such as verbal praise, stickers, and fun games like "Would You Rather?" or "What's Your Favourite?"

Snack time is also a chance for meaningful conversation. TGC staff engage with children during this time to talk about food, preferences, and healthy habits in a relaxed and enjoyable way. After snack, children are given the opportunity to wash up their own plates, cups, and cutlery, helping build responsibility and confidence in everyday routines.

We cater for all dietary requirements, including allergies, intolerances, religious or cultural preferences, and lifestyle choices. This is why it is essential that the information in your Kids Club HQ account is kept accurate and up to date. This includes medical and dietary details, so we can ensure your child's needs are fully understood and safely met.

While we provide a nutritious and satisfying snack, it is important to note that this is not intended to replace an evening meal. Snack time offers a light tea to help children stay comfortable until dinner at home. We continue to recommend that all children have a full evening meal after leaving the club.

Our Snack Club menu and dietary information is available to view on the club notice boards near the entrance of each setting. Menus are updated termly to include a variety of different items.

Special Educational Needs & Disabilities

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Additional Staff and Support Needs

At The Gap Club, we offer group-based provision and are therefore unable to provide dedicated 1:1 staffing for individual children. However, we are able to support children with low-level support needs, where appropriate.

If your child has a diagnosed or undiagnosed need, we kindly ask that you contact a member of our Head Office team before booking sessions. This allows us to discuss your child's needs in advance and ensure that we are able to provide the appropriate level of support within the setting.

Please note that if a child's needs change or develop over time, moving from low-level to medium or high-level support, this may impact our ability to meet those needs safely and effectively within our group-based environment.

We encourage open communication and collaboration. It is essential that parents/carers liaise directly with The Gap Club to discuss the suitability of our provision and any support your child may require, so we can work together to create a positive experience tailored to their individual needs.

Play!

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The Importance of Play

At The Gap Club, we know that play is far more than just fun—it's a vital part of every child's development and well-being. Attending a group play provision offers children a wide range of opportunities to grow, learn, and thrive in a safe and supportive environment.

Through group play, children are able to socialise with their peers, build friendships, and develop key social skills such as cooperation, communication, and problem-solving. These experiences help them navigate relationships and understand the world around them.

Play also nurtures confidence and independence. In our club setting, children are encouraged to explore their interests, express themselves freely, and try new things at their own pace—all under the guidance of caring, experienced staff.

Another important benefit of play is the opportunity for physical activity. Whether through games, outdoor exploration, or active group play, children engage both their bodies and minds, contributing to their overall health and development.

While children at The Gap Club enjoy themselves and have fun, they're also gaining essential life skills. Here are just some of the many benefits of play:

- Supports physical health through movement and active engagement
- Promotes mental well-being by helping to reduce stress and anxiety
- Encourages social development, teamwork, and communication
- Stimulates creativity and imagination through open-ended play
- Builds problem-solving and critical thinking by introducing challenges
- Boosts emotional resilience and happiness, contributing to a positive outlook

Play is at the heart of what we do—it's how children learn, grow, connect, and discover who they are. At The Gap Club, we're proud to create spaces where play is valued, nurtured, and celebrated every day.

Contacting Us

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How to Contact Us

We are always happy to support you with any questions or concerns. You can reach us directly at your child's club or via our Head Office.

Club Contact – Homer First School

If you need to speak with staff during club hours (e.g., regarding collections, absences, or day-to-day matters), please contact the on-site team:

Opening Hours: 3:00pm – 6:00pm
Club Phone: 07395 248850
Please note this number is only monitored during club operating hours.

The Gap Club – Head Office

For all other enquiries such as bookings, payments, vouchers/tax-free childcare, or if your child requires specific support, our Head Office team is here to help:

Phone: 01753 251077
Email: office@thegapclub.com
Website: www.thegapclub.com
Office Hours: Monday to Friday, 9:30am – 2.30pm

For full details of our fees, kindly refer to our website

We aim to respond to all queries as promptly as possible and are happy to support you in ensuring your experience with The Gap Club is smooth and positive.