



Frequently asked questions for MOOS - Melbourn Out of School Club

When are you open?

MOOS operates in term time.

Monday to Thursday 3.30pm – 6pm

Friday 3.15pm – 5.30pm

How much will it cost?

The daily fees are:

£3.00 until 4:00pm

£5.00 until 4:30pm

£7.00 until 5pm

£9.00 until 5.30pm

£11.00 until 6pm

Bookings are made on a half-termly basis.

All bookings will be charged for at the end of each half term irrespective of attendance.

Friday bookings - In order to enable us to continue to offer a provision on a Friday we charge an extra £25 per half term, in addition to attendance cost, if you wish your child to attend on Fridays.

What happens if I am late to collect my child?

We accept that there will be occasions when parents are inadvertently held up. We would expect to be advised by telephone if there is to be a delay.

However, if a parent is regularly late, we reserve the right to charge the maximum fee.

Parents will obviously appreciate that it is also very upsetting for a child to be left waiting, whilst all others have been collected.

Late collection charges are £16.00 between 6-6.15pm and £26.00 if later than 6:15pm as we cannot legally remain open after this time.

What happens if my child is not attending MOOS for a booked session?

Please inform us if your child will not be attending so that we know whether to expect them.

How many staff do you have?

Government requirements state a ratio of 1:30 for children over the age of 5 but we work to much higher staff ratios to ensure the needs of all are met to the highest possible standard.

Will you collect my child from their class at 3.30pm?

A member of our staff collects the children from years 3 and 4 from their classrooms. Children in year 5 and 6 make their own way to MOOS which is run on the same site as the primary school.

What if my child is attending an after-school activity and do I need to pay?

They are brought directly to us at the end of the after-school activity.

The daily fees would need to be paid, as we would be responsible for your child whilst they attend the activity, and would act as 'Loco Parentis' if they should have an illness or injury. Also, if the activity was cancelled due to bad weather, we would care for your child from 3.30pm.

What will you provide to eat and drink?

We do not provide a snack but instead ask that you provide your child with a snack and a water bottle they can have during the session.

What sort of activities will be provided?

The children will have access to toys, crafts, books, ICT and many age-related toys, games and activities. We would hope to extend the crafts depending on the time of year, i.e., Easter or Christmas crafts.

The children will have use of both indoor and outdoor space, and in good weather, we use the field for organised games, rounders etc.

There will be some quiet space allocated and a homework corner if required.

Can I use MOOS on an occasional or emergency basis?

Yes, but this will be **subject to availability** at all times and only if we have a registration form for that child.

How do I register my child for MOOS?

You will be provided with a registration pack. You need to fill this in and return it to us.

Can I claim any financial help with the fees?

You may be eligible to Childcare Tax Credits. To find out more about these, phone 0845 300 3900.

Can I pay through my employer's voucher scheme?

Yes, we currently take payments through various schemes and can register with other agencies if required.

What will you be doing to keep my child safe from Covid-19?

Please look at our website in the policies section for our full risk assessment. We ring fence the children in their classes/year groups in line with what is happening at the primary school.