Welcome to Mains House @ Red Rose!

Frequently Asked Questions (FAQ) for New Families

1. What are the opening hours of the club?
We offer two sessions each day during term time:

- **End of school until 5:00 PM** (£10.50)
- **End of school until 6:00 PM** (£15.00)
  You can choose whichever session suits your family's needs.

  We can offer early 2pm collections for the new Reception starters in September during their transition weeks. Please contact us if this is needed.

2. Where is the club located?
We are based at Red Rose Primary School. We have our own classroom as well as access to the hall. Collection is from the main reception at school.

3. How do I contact the club?
You can reach us via:
📞 **07835983820**
📧 **redrose@mainshousenursery.co.uk**
We also post updates in our newsletter each half term

4. What does a typical afternoon look like for the children?
After arriving, we will take a register to ensure we have all children. Then children will choose an activity from those set out for the session, including those listed below. Children enjoy a two-course meal before the end of the first session at 5pm.

- Arts & crafts
- Outdoor play
- Board games
- Group games and themed activities
- Multi skills session every Friday

5. Do you provide food?
Yes! We provide a nutritious two-course meal each afternoon for all children. A copy of our menu is emailed each term and available at any time upon request. It is important you keep us informed of any allergies or dietary requirements but Lesley our cook also caters for the children at lunchtimes and knows their requirements well.

6. How do I pay for sessions?
We accept payment via tax free childcare, childcare vouchers and bank transfer. Invoices are sent each half term and families who pay in advance for the full half term term receive a 5% discount.

7. How do I book sessions?
Sessions can be booked termly in advance, or you can book sessions weekly. If you need to book any extra sessions, please email us or use the blossom app and we will do our best to accommodate it.

8. What if someone else is picking up my child?
If someone different is collecting your child, please inform us in advance.
We will not release children to anyone who hasn't been authorised by a parent or guardian.

9. What if my child is sick or absent?
If your child is unwell and absent from school, please inform us via email by 9am on the day. In this case, we will issue a credit note for that session. Unfortunately, we are unable to refund missed sessions.

10. Where do I collect my child?
Collection is from the main reception at Red Rose. We have a ring doorbell on the left as you walk in – please press it and a member of staff will come to greet you.