

Frequently asked questions....

Q My child is already registered for Before and After School Club, but I have never used my ScoPay Account?

A Please email postbox@parkhall-jun.walsall.sch.uk with your child's full name and address, we will then send you a link code letter to give you access to your account to book and pay for sessions.

Q Where do I bring/collect my child from Before and After School Club?

A Please come to the main Junior Academy reception and press the buzzer clearly marked either Infants or Junior depending on which year group your child is in. You will be asked for your child's name.

Q Does my child need to be escorted into Breakfast Club?

A Children from Reception, Years 1, 2, 3 and 4 all need to be escorted into Breakfast Club and signed in by an adult. Children from Years 5 and 6 can come without an adult as long as the Club has had a letter signed from the parent requesting this.

Q Can my child sign themselves out of After School Club?

A No – All children will need to be signed out by an adult listed on their registration form.

Q Do I need to let Before and After School Club know if somebody who is not on my list is coming to collect my child?

A Yes, please make sure we are informed as soon as possible by emailing parents@parkhall-jun.walsall.sch.uk

Q Can I cancel a session?

A Once bookings have been made, you can cancel a booking by emailing postbox@parkhall-jun.walsall.sch.uk but please note that we will not be refunding any cancelled sessions.

Q Can I add a session after the deadline?

A If you would like to book an extra session within the half-term, you will need to email postbox@parkhall-jun.walsall.sch.uk we will then check if we have any availability for that particularly session. Credit will be required on your Scopay.

Q Do I pay a late fee if I collect my child after 5.15pm?

A After School Club closes at 5.15pm prompt! If you arrive after this time you will be charge a late fee, £10.00 for every 15 minutes. Please ensure you arrive before 5.15pm to avoid a fine.

Q Can I park on the school car park to drop or collect my child from before and After School Club?

A No, there is no parking available for parents on site, please park sensibility outside of school – if for any reason the barrier is up when you come to collect your child, please do not come onto the car park, you will be fined £10.00 which will need to be paid then and there.

If you have any questions that have not been answered above, please let us know via email and we will do our very best to answer them.