



WELCOME & INFORMATION PACK

2026/2027

North Heath Primary

Welcome to Rocketeers

Founded by Amy Graham, a primary school teacher and Ciara Keane, a Business Manager at a very reputable childcare provider, Rocketeers opened its first site in January 2016 at Kingslea Primary School. Since then, armed with a wealth of knowledge in education and childcare, Rocketeers has gone on to open additional sites. We are very proud of our accomplishments to date and continue to build upon the strong reputation that we are developing locally. We feel it clearly demonstrates our dedication to providing a quality childcare solution to local parents.

Rocketeers was formed with the objective of providing a safe, secure and relaxed environment in which children could thrive. To meet this objective, we think it essential to be situated in familiar surroundings, hence the concept of being on the school site. Not only does this provide comfort to children, it provides parents with peace of mind whilst offering an affordable and guilt free childcare solution.

Our Club follows the Playwork Principles. We have a different theme every week (or two) providing variety to our activities, children are also free to pursue their own interests if they'd prefer. There will always be a selection of resources available, including dressing up, home corner, craft, board games, construction, physical play, reading and have access to our equipment library. Every child is unique we make every effort to meet individual requirements and needs.

Please feel free to get in touch with any questions that you may have.



Sessions

Breakfast Club

We run Breakfast Club from 7:15am, offering a calm start to the day with a healthy breakfast and time to relax or play with friends before school begins.

Afterschool club

Our Afterschool Club runs from the end of the school day until 6:00pm, where children can enjoy a mix of outdoor play, themed activities, creative time and the chance to unwind after a busy day.



Bookings & Payments

All bookings are made through KidsClubHQ, which you can access using the [Book Now](#) button on our website. Instructions on how to use the system are available to guide you through the booking process, and our team are always happy to help if needed.

Contracts are included in our monthly invoicing process. Invoices are sent on the **1st of each month** and are due by the **15th of that month**, covering the following months childcare.

Ad hoc booking must be paid for at the time of booking.

Rocketeers Childcare accept card payments, BACS, Tax-Free Childcare or childcare vouchers. We offer a **10% discount for siblings**, with second and subsequent children attending the same sessions receiving the discount.

Please note there is a **non-refundable £25 Registration Fee** on your first booking.

We do not charge for bank holidays and professional training days. Please ensure that fees are paid promptly. Non-payment for more than one month will result in you entering a [Payment Plan](#).

If you are having difficulty paying fees, please email in confidence accounts@rocketeerschildcare.co.uk and we will work with you to create a payment plan agreement.



Booking Options

We offer two types of bookings to suit different needs.

Contracts

Shown as *contracts* on KidsClubHQ, are the same days each week and guarantee your child's place. These are ongoing bookings and are **included in the monthly invoice process**. They require **four weeks' notice** if you wish to cancel. Please note that sessions will still be charged if missed due to illness or holidays.

Ad hoc

Shown as *bookings* on KidsClubHQ, ad hoc bookings can be made as and when needed and are subject to availability. These sessions must be **paid for at the time of booking** and require at least **48 hours' notice** to amend or at least **5 days' notice** to cancel.



Food

We provide a selection of healthy breakfast items and afterschool snacks, including cereals, toast, fruit and other light options Milk and water are always available.

As we are based within schools, we follow the [School Food Standards](#), with secondary awareness of the **EYFS nutrition guidance** due to our EYFA registration. The School Food Standards remain our main framework.

We are a **nut-free setting**.



Our Team

All our staff are DBS checked, fully trained in safeguarding, and paediatric first aid trained. We are proud to provide a warm, caring and professional environment for all children.

Some members of senior staff also have designated roles:

Amy Graham: Special Educational Needs Co-ordinator, Designated Safeguarding Lead.

Ciara Keane: Health and Safety Office, Fire Safety Officer.



New Starters

All Reception starters will be assigned a key worker to support their transition and development. For the first half term, this role will be undertaken by the Site Manager. After this, your child's key worker will be assigned based on the staff member they feel most comfortable with, helping to ensure they feel secure, supported and settled.

You and your child are welcome to visit Rocketeers before your child's first day, wherever possible, to help familiarise yourselves with the setting and support a smooth transition.



Arrivals, Departures & Attendance

For Breakfast Club, children can be dropped off from **07:15am**. For Afterschool Club, children must be collected by **6:00pm**.

Children should be collected by a parent/carer or a person named on your account. If someone different is collecting your child who is not listed on the system, you must let us know in advance. They will need to provide your collection password.

If a member of staff asks for your password, please don't worry. Our team are encouraged to request this if they are unsure, as part of our safeguarding procedures.

We are required to monitor attendance, so if your child is unable to attend a booked session, please let us know. This ensures our team does not need to follow up with a check-in phone call.



Late Collection

If you are delayed beyond our 6:00pm finish time, please call to let us know. A late collection fee of **£10.00 per 15 minutes** will apply.



SEN Needs

We make every effort to accommodate and welcome any child with additional needs. We will work

in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements.

Each case will be considered individually and risk-assessed to ensure everyone's safety, whilst working within Rocketeers' limitations.

Location

North Heath Primary School

Erica Way
Horsham
RH12 5XL

You'll find the Rocketeers gate to the right of the main school entrance, with our sign and doorbell. Please ring and a member of our team will come and welcome you.

You can also visit our website to watch a [short video](#) showing the club in action.

Contact Us

 northheathprimary@rocketeerschildcare.co.uk

 Site: 07553 732 049

 Rocketeers Office: 01403 371020