



# Welcome Letter

Club Engage is so delighted to be a part of your child's educational journey as we partner with **Kingsmead College**. We will be commencing our aftercare service on **17 January 2024** for all children from Grade 000 - 3. We are a family of families dedicated to growing awesome South African children! Club Engage is South Africa's leading provider of specialised aftercare and holiday care.

This letter will provide you with all the necessary details that you need to make your booking for 2024 as well as all the information you will need throughout the year. We want all kids to feel engaged, welcome and cared for, so our programmes have been designed to grow core capabilities in children, so they flourish in life.

At Club Engage we want the children in our care to have a safe and rewarding experience. Our staff are trained personally by us, hold valid first aid certificates, and meet all safeguarding requirements. We partner with the school to ensure homework is completed under supervision and we design a range of activities to ensure your daughter is engaged and happy, thereby providing support for hard-working parents. We run separate programmes for Mornington and JP children but can come together in the late afternoon to assist parents with pick-up time.

## MEET THE TEAM

I am **Debbie van Zyl**, the Centre Director for Club Engage. I will be able to personally assist Kingsmead College parents in the coming months. This will include help with registrations and information on our service offerings. My contact details are [joburgeast@clubengage.co.za](mailto:joburgeast@clubengage.co.za) or 082 908 1202, feel free to reach out with your questions.

Who will be your point of contact?

You can contact the on-site manager, **Abegail Ngubeni** who will be able to help you with bookings, any question or concerns, children's attendance and on-site assistance.

You can contact the onsite Centre Manager on – 082 254 8467





We offer affordable out-of-school care to pre-school and primary school children at our centres across the country. Below, you'll find our new fee options for the upcoming year, allowing you to choose the most suitable one for your family.

Fee Options	Amount	Description
<b><u>UPFRONT PAYMENT</u></b>		
Annual Contract Full Day (until 18:00).	R21 580 Payable by 15 Dec 2023.	Our base fee is the ad hoc daily rate however parents who sign up on an annual contract benefit from this better rate. This is an annual fee paid over 11 months for aftercare services. These monthly fees are discounted as you have committed to an annual contract.  A further 10% has been given if paid by 15 December 2023. And 5% discount if paid by 31 Jan 2024.  Enrol for the full year Jan-Dec
	R22 870 Payable by 31 Jan 2024.	
	R14 950 Payable by 15 Dec 2023.	
Annual Contract Half Day (until 15:30)	R 15 780 Payable by 31 Jan 2024.	
<b><u>MONTHLY PAYMENTS</u></b>		
Annual Contract Full Day (until 18:00).	R 2 180 x 11 months	Our base fee is the ad hoc daily rate however parents who sign up on an annual contract benefit from this better rate. This is an annual fee paid over 11 months for aftercare services. These monthly fees are discounted as you have committed to an annual contract.  Enrol for the full year Jan-Dec
Annual Contract Half Day (until 15:30)	R 1 510 x 11 months	
<b><u>TERMLY PAYMENTS</u></b>		
Aftercare Full Day (until 18:00).	R 7 280 Per Term	Our base fee is the ad hoc daily rate however parents who sign up on Termly or month-to-month contract benefit from this better rate.
Aftercare Half Day (until 15:30)	R 5 550 Per Term	
<b><u>MONTH-TO-MONTH PAYMENTS</u></b>		
Aftercare Full Day (until 18:00).	R 2 680 Per month (or pro-rata)	Our base fee is the ad hoc daily rate however parents who sign up on Termly or month-to-month contract benefit from this better rate.
Aftercare Half Day (until 15:30)	R 1 850 Per month (or pro-rata)	



Fee Options	Amount	Description
<p><b><u>Ad hoc aftercare</u></b>  <b><u>Rate per Day</u></b></p> <p>Aftercare Full Day (until 18:00)</p> <p>Aftercare Half Day (until 15:30)</p> <p>One-hour Rate</p>	<p>R140 p/d</p> <p>R120 p/d</p> <p>R100 p/d</p>	<p>This is a daily option that allows you to book only for the day/s you need. You are however required to book at least 24 hours in advance.</p>
<p>Holiday Care Full Day (7:00-17:30)</p> <p>Holiday Care Full Day (7:00-12:30)</p>	<p>R230 p/d</p> <p>R155 p/d</p>	<p>A week in advance booking will be necessary, a minimum of 5 children is required to offer this service.            Parents need to pack lunch.</p>

## CANCELLATION TERMS

- We are a “pay in advance” service
- The first payment must be made by the 1st of the month, i.e. February fees to be settled by the 01 February 2024.
- Failure to make a timely payment will result in a late penalty fee of R 50 per day and your account remains overdue.
- Late fees are charged for late pickups, R50 for every 5 minutes after the first 5 minutes.
- A minimum of one calendar month notice period, in writing, is required to terminate any annual contracts. No cancellations will be accepted past 01 October 2024.
- Discounts offered for annual contracts will be reversed if the annual contract is not honored. This may result in the fee defaulting to the next lowest rate either month-by-month or adhoc dependent on the fee options available. Discounts are offered strictly on the basis that the duration of the contract is honored.
- We do not provide refunds for absences and days of care booked and not used.
- To view all the terms and conditions, login to the Booking System.

## WELCOME TO AIMY PLUS

Aimy Plus is the online booking system that Club Engage utilises. This is a specialist system designed for aftercare and holiday care bookings and invoices. We use this system to keep track of all attendances, make sure that children are booked in effortlessly and ensure parents have peace of mind as we have the correct information on hand to ensure your child's safety. This includes information that you provide on collections and medical information.

## HOW DO I REGISTER & BOOK

- You need to login to Aimy-Plus
- Click the following link:  
<https://clubengage-za.aimyplus.com>
- Select 'New Parent'
- Complete the parent and child/children sections
- Make your way to the booking section and select your booking options
- This booking will be sent to us for confirmation and then you will receive a letter of confirmation
- You will receive an invoice
- Make an EFT Payment and send your Proof of Payment to  
[joburgeast@clubengage.co.za](mailto:joburgeast@clubengage.co.za)

## REGISTRATION ON AIMY-PLUS IS FREE

Kindly note: even if you are needing aftercare or holiday care on a once off basis or in the event of an emergency, we require you to register on the system.

## COLLECTION OF CHILDREN

- As children arrive, they are signed in
- When children are leaving parents must collect their child/children from the aftercare center and sign them out.
- Children are not released into the parking lot, sent with an Uber or signed out by a sibling
- Parents can add authorised people to the Aimy Plus booking system should there be multiple people (adults) authorised to collect their child.
- In the event of an emergency when a parent is unable to collect their child on a particular day, they can send a WhatsApp to 082 254 8467 (onsite manager) providing us with the name, surname and photo of the adult who will be collecting their child. (e.g. mom cannot collect but an aunt is able to assist)

## COMMUNICATION

Club Engage prides itself on clear communication. We are currently working with Kingsmead College to see how the School App and Website can be used appropriately to assist in this regard. Updates will be sent in due course.

## HOW PARENTS CAN HELP:

- Help us in signing their child in/out
- Let us know if your child will be absent or at a play date
- Let us know which extra murals your child will be participating in
- Viewing the Parent Handbook on the website. The parent handbook can be downloaded from our website and will provide you with more information on Club Engage.

Centre Manager on  
082 254 8467  
[kingsmead.aftercare@clubengage.co.za](mailto:kingsmead.aftercare@clubengage.co.za)

Centre Director on  
082 908 1202  
[joburgeast@clubengage.co.za](mailto:joburgeast@clubengage.co.za)  
[www.clubengage.co.za](http://www.clubengage.co.za)