Hi!

Thanks you for your interest in Our School in the Woods.

Here is a list of FAQ and their answers. We also have a website (www.ourschoolinthe woods.com). If the answer to your question(s) is not listed here or on website, we would love to hear from you again.

Q. When is Our School in the Woods open?

A. We are open on a Tuesday and Wednesday during Manchester term times all year round. Our hours are from 9.00am to 3.15pm.

Q. Do children need to attend on both days?

A. Yes. We require children to attend on both days as it provides a more stable learning environment. However, we can review extenuating circumstances if this is not possible for your family.

Q. What age range do you cater for?

A. Children who attend must be aged between 5 (year 1) and 12 (year 7) years. We do not cater for early years (reception-aged) children.

Q. What qualifications do the team have?

A. The directors (Ellen and Amanda) are both parents who have worked extensively with children. We both have Forest School Level 3 certification and are fully DBS-checked. We are also trained in Compassionate Communication (NVC), Safeguarding, Paediatric First Aid and Food Hygiene and Safety. For more information on our other staff members, our qualifications and teaching experience please visit our web page <https://www.ourschoolinthewoods.co.uk/our-team.html>

Q. How much does Our School in the Woods cost?

A. We charge £39.00 per day per child. If siblings attend, then the charge is £36.50.

Q. How do I reserve a spot for my child(ren)?

A. We require a £200 deposit per family. £50 of this is a nonrefundable administrative fee.

Q. How do I pay?

A. Payment is per term (usually 12 weeks). It can be paid in a lump sum before the start of the term or as a monthly standing order. The first payment of the standing order must be paid before the start of the term. Payment is made through our financial administrator, Michelle Williams, who will send invoices and answer financial queries on ourschoolinthewoodsfin@gmail.com.

Q.I have reserved a place for my child, but we can no longer attend. What happens next?

A. We require a six-week notice period to cancel your child's place. We will the return £150 deposit if your child's place has been cancelled with six weeks' notice.

Q. I have reserved my child's place, what do I do next?

A. Once you have completed the booking and we have received your deposit we will send you:  
-An application form for you to complete with details about your child and family.  
-A family contract which we will ask you to read and sign before your child starts with us.  
-A document entitled "What to Expect when you are at Our School in the Woods" which we will ask you to read.

When your child first attends, we will offer a two-week settling period. If we find that we are not a good fit for one another during this period, we will waiver the usual six-week notice period and refund the deposit. If this trial period is successful, it will be extended to a six-week trial period.

Q. Will Our School in the Woods be a suitable learning environment for my child with additional needs?

A. Before entering the setting we will have an open dialogue with you about your child's needs and whether we can support them. If we think we can support your child, we will offer a two-week trial period during which we will see if your child copes and whether we are able to support them. It is worth noting that additional needs are not always easy to detect at home and they can become more apparent in a new social context like ours.

Q. Can we pay fees using the Tax Free Childcare Scheme?

A. Yes, we are part of this scheme.

Other useful information:

Our School in the Woods Ltd  
Company Number: 12583628

OfSTED Registration Number 2609128  
  
07854071127 (Ellen)  
07752792260 (OSITW Team)  
  
Find out more information on: [www.ourschoolinthewoods.co.uk](http://www.ourschoolinthewoods.co.uk)  
Follow us on: [www.facebook.com/ourschoolinthewoods](http://www.facebook.com/ourschoolinthewoods)