



Frequently Asked Questions

We're here to help!

Q: How does Progressive Kids wraparound care differ from other providers?

A: At Progressive Kids, we pride ourselves on offering a unique wraparound care experience. Our programme combines the benefits of enriching activities and childcare, providing a balanced and fun environment for your child.

Q: What age group does the wraparound care programme cater to?

A: Our wraparound care program is suitable for primary-aged children, typically from 4 to 11 years old.

Q: What are the hours of the wraparound care programme?

A: Our wraparound care programme operates from 7:30 am to 6:00 pm. However, please check each individual setting for exact times.

Q: Is the wraparound care programme available during school holidays?

A: Not currently at St Michael and St Johns however we do run locally, our wraparound care programme is available during term time. However we understand that finding reliable childcare during school breaks can be a challenge, so we're here to provide consistent care throughout the year. Please check the local area as we do run holiday camps in the area.

Q: How do you ensure the safety of the children in the wraparound care programme?

A: The safety of your child is our top priority. All our team undergo thorough background checks and hold relevant qualifications. We maintain a high staff-to-child ratio to ensure attentive supervision and take necessary precautions to create a safe environment. All our settings are Ofsted registered and adhere to Ofsted standards.

Q: How can I book wraparound care for my child?

A: Booking wraparound care with Progressive Sports is simple and convenient. The easiest way is to book through our booking system Enrolmy. Please find attached a link below which can take you directly the booking for St Michael & St John's.

enrolmy.com/progressive-sports-south-lancashire

Q: What are the costs associated with the wraparound care?

A: Our wraparound care programme offers flexible pricing options to suit different needs. You can either book ad-hoc bookings, as and when you need the childcare (subject to

availability). Or you can opt for a rolling contract that's ideal for those parents who have a set childcare requirement every week. Please get in touch for further information if you need any help.

Q: Can I use childcare vouchers or tax-free childcare to pay for wraparound care?

A: Yes, we accept childcare vouchers and are registered with the necessary providers. On check out if you select who your provider and payments are to be made to Progressive Sports (please contact the office if you cannot find the relevant payment method)

Q: Do you offer a sibling discount?

A: Yes, we're happy to offer a 10% discount if you have more than one child. This will be calculated automatically when you check out.

Q: Do you offer food as part of the wraparound care programme?

A: Yes, we offer food as part of our wraparound care. Our team understands the importance of providing nutritious meals and snacks for your child. We offer options for breakfast and after-school snacks to keep your child energised. Our menu includes a variety of healthy choices to cater to different dietary needs and preferences. We also accommodate any special dietary requirements or allergies that your child may have. Snacks will change throughout the week and will include crumpets, toast, pancakes or similar savoury items. Light snacks will include a selection of fruit and yoghurts. Breakfast is a range of cereal, fruit and toast.

Q: Do the children need any specific equipment/clothing for any of the sports activities you offer?

A: No, the children will not need any specific equipment/clothing for any of the sports activities, unless they are stated on the booking page for the activity.

Q: What happens if I need to cancel my booking?

A: Our policy is to issue credit onto your account rather than issuing cash refunds for cancellations. So, if you simply let us know we'll hold the credit on your account and you can transfer it to another day. The credit is valid for a period of 6 months from the date of issue.

Q: Can I make a last minute booking if my childcare needs change?

Yes, you can book up to 30 minutes before the session starts. Once you have made your booking via our online system, the registers are automatically updated and your child is able to attend the session.

Q: Why do I still have a balance outstanding on my account when I have made a payment?

Payments via credit and debit card are linked to the system and will immediately update to your account. Payments via childcare vouchers and Tax-Free Childcare accounts

There is sometimes a delay in payment being reconciled to the account so please be patient and if it becomes a prolonged period please reach out to the office team.