



# Walker Children's Club

## Admissions and Fees Policy

Walker Children's Club (WCC) is registered with Ofsted; our registration number is EY236003. We provide care for children between the ages of 4 and 11 years, primarily serving the children of Walker Primary School.

### Registration

All children must be registered through our on-line booking service in order to attend any WCC activities.

Account holders must keep their details, especially contact details, classroom, collector's details, emergency contacts and medical information, up to date on the online system and inform WCC of any changes.

### Bookings

#### After School Club Regular Booking

Places for After School Club are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

- 1) Siblings of children already attending the club
- 2) Those requiring the greatest number of sessions/hours per week
- 3) Children of a single parent who is in full time work or education
- 4) Children where both parents are working or in full time education
- 5) Children with one parent working or in full time education

Places at after School Club are booked on the same day every week from the time of booking until the end of the academic term.

Cancellations require 4 weeks term time notice or fees in lieu.

Changes to days are charged an administration fee.

The After School Club place must be booked by the account holder through the online booking system.

Once a booking has been made for After School Club parents will be invited to the club for an induction and to discuss any settling in arrangements.

If there are no After School Club places available, the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

When a booking is made parents accept these Terms and Conditions and agree to abide by the WCC Policies and Procedures which are available on the club website.

#### After School Club Temporary or Ad Hoc Booking

We will accept temporary or ad hoc bookings as long as there are places available. Temporary bookings may be made through the online booking system up to 2pm on the day required.

If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

#### Holiday Club Bookings

Places for Holiday Clubs will be allocated on a first come basis. Bookings for holiday clubs will be accepted from an advertised date and there will be a 1 week priority booking period for current families. At the end of the priority booking period reservations will be accepted from new families.

## Notice Periods

- **After School Club Regular Booking**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, 4 weeks term time notice in writing is required.

- **After School Club Ad Hoc booking**

Ad hoc bookings must be paid for at the time of booking. At least 48 hours notice must be given for any cancellations or changes otherwise no refund will be due.

- **Holiday Club Booking:**

The Holiday Club Booking details will indicate the last date for cancellation or changes, generally 4 weeks before the first day of the Holiday Club. If a cancellation is made after the last cancellation date and the place is filled from the waiting list the Club Co-ordinator may, at their discretion, issue a credit note.

- **Multi-Sensory room Booking:**

Multi-Sensory room bookings require admin approval. This is in place to ensure we can meet the needs of children who have special educational needs and/or disabilities. At least 48 hours are required for bookings and cancellations.

## Payment of Fees

Fees are reviewed annually. Current applicable fees will be displayed on the club website, the on-line booking system and communicated to parents. We offer a discount for siblings at the Holiday Clubs.

Fees can be paid in the following ways:

- Fees can be paid by debit or credit card, childcare vouchers or Tax Free Childcare.
- If a booking is made more than 2 months in advance a deposit may be paid and the balance will be due either in full or in instalments when the booking starts.
- After School Club bookings which last for longer than a month can be paid for in full at the start of term or by a monthly instalment plan. All fees must be paid before the end of the booking. This payment option must be selected at the time of booking.
- Holiday Club fees are due in full at the time of booking. The place will be confirmed immediately.
- There is a charge for late payment of fees if a reminder has to be sent.
- There is a charge for late collection, which will be added to the parents account.
- There is an annual membership fee of £20 per family.
- Fees are charged for booked sessions whether the child attends or not.
- If an account is in arrears it will not be possible to make any further bookings.
- WCC does not charge for INSET days or other days when there is a planned school closure.
- WCC does charge for days when there is an unplanned school closure eg snow days.
- If a refund is due this will be made in the form of a credit note, the balance will be returned to the individual's account and may be used to pay for a future booking.
- **Covid-19 Closure-**
- Whilst we are adhering to Covid-19 restrictions, we may have to close at very short notice if there is a confirmed Covid-19 case of a child or adult attending the club. If this should occur, we will honour requests for fee refund by way of a credit to your account. Credit will not be applied unless requested. If your child/ren have to isolate for any Covid-19 related reason, fees will still be payable.
- **Covid-19 School closures:**
  - There may be little notice given if schools close as instructed by the Government. If this happens, we will honour any requests for refunds as we do not want anyone to suffer financial hardship from being unable to access after school club care.

- Every parent who has paid for childcare at WCC will receive credit to use for future bookings.
- If parents and carers wish to donate their credit back to the club, they are welcome to do so and all such donations will be much appreciated.

Administration Charges are listed at the end of these Terms and Conditions.

### Overdue Payments

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time, we recommend that they arrange a meeting with the Administrator as soon as possible.

Where there is no explanation for repeated late payment, the Administrator will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

### Variation to payment terms

The Club recognises that childcare can be costly in order to help parents manage these costs we accept payments through all childcare payment schemes and will listen sympathetically to requests for revised payment schedules. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the Co-ordinator or Administrator at the earliest opportunity. Any queries regarding fees should be directed to the Administrator.

### Administration Charges

Administration Charges November 2020-August 2021

Item	Charge
Late Collection Fee, per 5 minutes or part thereof	£5
Late Payment reminder	£15
Cancellation/change of Holiday Club booking	£10
Declined card payment	£15 + any associated bank charges

This policy was adopted by Walker Children's Club

Date: Feb 2019

Updated to reflect changes to booking procedure following introduction of Magic booking.	Date: November 2019
Updated to reflect Covid 19 credit for closure	Date: December 2020
Update to add School closure.	Date January 2021
Update to add sensory room provision	Date January 2022

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information and records [3.68-3.75]*