

## PROCEDURES & POLICIES

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### Admissions and Fees

Our Club is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up Child Tax Credits. We also accept some employer's childcare vouchers.

#### Admissions

When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the Club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration Form, Emergency Treatment Permission Form, plus a Healthcare Plan, Medical Diagnosis and Action Form and Administering Medication to a Child Form (if appropriate) relating to all medical conditions or allergies declared (see forms 1, 2, 4, 5 and 6 in the Appendix.) **These forms must be completed fully, checked and approved by the Club before their child can attend.**

Once the admission is secure, the Administrator, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the Club.

#### Waiting List

To ensure that admissions to the Club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's waiting list procedure will be explained and then activated on the parent/carer's behalf.

- Parents/carers will be encouraged to complete the Waiting List Application Form (see Appendix) and their details will be placed on the waiting list.
- The waiting list will be kept and used on a 'first come first served' basis. The Club will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Club.
- When a vacancy becomes available, the Administrator will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the appropriate forms and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

### **Fees**

The Club understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Management Committee and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- Invoices detailing the fees due will be issued to parents/carers at the start of each month.
- Fees are only refundable if a child is absent through illness or hospitalisation lasting more than two weeks. We regret that fees cannot be refunded where absence is due to short-term illness or holidays.
- Payment of fees should be made within two weeks of invoice date. Individual payment arrangements will be considered sympathetically and parents/carers wishing to negotiate such a request must discuss this with the Management Committee at the earliest opportunity.

- If fees are not paid in full by the end of the month, before the next invoice is issued, then the child/ren's place at KidSpace will be withdrawn without notice. This means that they will not be able to attend KidSpace the forthcoming month until the invoice is paid. Additionally a charge of 10% of the outstanding balance will be made. We will require this to be paid before any future bookings at KidSpace will be accepted.
- With regard to adhoc sessions, Parents/carers must give a minimum of 24 hours' notice for the cancellation of a session(s.) If less than 24 hours' notice is given, the Club reserves the right to charge for the missed session(s.)
- Parents/carers must pay the full session fee if their child(ren) attend an external after school activity and they are collected by Club staff.
- any adhoc sessions made with less than 24 hours' notice will include a £1.00 administration charge per session per child.
- If parents/carers arrive after 6pm there will automatically be a charge made of £10.00 for every 15 minutes, or part thereof, that they are late. However, if parents/carers are persistently late, the management team reserves the right to re-consider their child(ren)'s place.
- If a child(ren) are booked in for a half session and parents/carers arrive after 4.30pm to collect them, they will be charged for a full session. (Such children have to be added to the Club's full session register to ensure it is legally covered to continue caring for them. In addition, if siblings arrive at the club, to wait for parents/carers to collect them, they must also be added to the club registers and full session fees will be charged.)
- If the Club is forced to close due to the compulsory closure of its premises by order of a competent authority (School, Environmental Health etc.), due to bad weather (snow, ice, flood etc.), outbreak of a human infectious or contagious condition (Influenza, Meningitis), Industrial Action (strike etc) or for any other reason, parents/carers will still be liable for any fees due/paid, for a maximum of 3 days.
- The Club will always pursue non payment of fees and will refer matters to the small claims court if necessary.

- As the Coronavirus is still prevalent in our community, no fees will be charged for a maximum of 10 days to cover isolation periods. This 10 days of no charge is in relation to the Coronavirus only and not any other illness.

### **Termination**

One months notice is required in writing or one month's fees in lieu of notice will be charged.