



Admissions, Fees, and Cancellations

Policy statement

Acomb OOSC trades as The PlayDen and is registered with Ofsted; our registration number is EY493889. We provide care for children between the ages of 3 and 11 (14 for those children with Special Educational Needs (SEND)), primarily serving the children of Our Lady Queen of Martyrs Primary School. The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit. We are also registered to accept childcare vouchers and with the Tax-Free Childcare scheme.

Places 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:

- Siblings of children already attending the club
- Those requiring the greatest number of sessions/hours per week
- Children living in the area attending other schools
- Sibling of children who live in the area attending other schools

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions, Fees, and Cancellation** policy
- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form and policies included in the welcome pack

If a place is available, the parents and child will be invited to visit the club for a taster session. The child will be able to attend the Club as soon as the completed forms are received. If no places are 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.

Booking procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, privacy notice, booking and photo permission forms, before their children can attend the club. Parents can book a childcare place on a permanent basis, or they may book a casual childcare place.

Cancellation of a Permanent place:

Once booked, if a child does not attend the session for any reason including sickness, you will still be charged. Reasonable adjustments will be made in line with the Equality Act 2010 for children attending the club with SEND. If you wish to cancel the place altogether, one month's notice in writing must be submitted to the Manager.

Casual bookings:

We will accept casual bookings if there are places available. If a place has been booked and is no longer required, you must give the club 48 hours' notice. If notice is not given, the place will be charged for.



Fee structure:

Breakfast Club - £6.00

After School Club - £12.25

Holiday Club – Full Day £36.50

- Fees are payable weekly/monthly or termly in advance
- Holiday Club fees must be paid in advance
- There is a 2 week notice period for the cancellation of holiday club bookings
- Fees can be paid by cheque, electronic transfer, childcare vouchers, cash or standing order
- Statements are sent out monthly which detail booked sessions and any payments received
- There is a charge of £10 per 15 mins, per child for late collection
- **Fees are charged for booked sessions whether the child attends or not unless cancelled within the timescales set out above**

Payment of fees

Fees are reviewed annually. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the Manager at the earliest opportunity. The PlayDen seeks to avoid parents getting into arrears with their childcare costs. Any queries regarding fees should be directed to the Manager. If fees are not paid, the Club will write to the parent or carer. If the parents or carers are having difficulty making payments on time we recommend that they arrange a meeting with the Manager within 7 days of receiving their statement/invoice.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The Manager will contact the parent/carers advising them that continued late payment will result in their child's place at the Club being withdrawn. Under exceptional circumstances, the Manager has the discretion to allow the child to continue attending the Club for the remainder of that week.

If the fees remain unpaid after all the above options have been explored, the Club will cancel the child's place until full payment is made, confirming this in writing.

The Board of Trustees may feel it necessary to refer deficits to HM Courts and Tribunals Service and make a Money Claim. If a court claim must be taken against the parent/carers due to non-payment, an interest rate of £2 per day up to the day of judgment will be charged. All court fees will be added to the parent/carers' account to be paid.

Covid 19

We do not offer refunds/credits for

- Child sickness
- Parent/carers sickness
- Child COVID-19 diagnosis/self-isolation
- Parent/carers COVID-19 diagnosis/self-isolation
- Group COVID-19 closure/self-isolation (due to child/staff/parent/carers/school staff)
- School closure (any reason inc. COVID-19)



We do credit for

- Enforced local/UK lockdown (COVID-19)
- By order of Government, Local Authority or Environmental Health

This policy was adopted at a meeting of	The PlayDen
Held in:	Nov 2023
To be reviewed in:	Nov 2024
Signed on behalf of the setting:	
Name of Signatory:	
Role of Signatory:	Manager Deputy Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2023)*:
Safeguarding and Welfare Requirements: Information and records [3.69-3.77]