

# Ewloe Green After School Club

## Booking and Payment Policy

### **Procedure for Booking a Place**

Ewloe Green After School Club like any other Child Care business must be able to run within its income. We cannot hold places for children who only attend on an as and when basis. With this in mind, we will operate the system below.

If you wish to secure a place for your child for the year or term on a certain day, or indeed all week, you can do so but you must pay for this place even if they do not attend e.g. you wish to use the Club every Tuesday and Thursday for the whole year; you will be expected to pay all year. To cancel this arrangement, you must inform the Club Co-ordinator in writing 2 weeks before you intend to finish.

If you wish to secure a place for your child on set dates for the year to fit in with your shift patterns, this can be done but you will be charged for these sessions if your child does not attend. You can, however, cancel this arrangement, but this must be done in writing 2 weeks before the booking.

If you wish to book a place on a week by week basis, or month by month basis, you can request a place. **However, we cannot guarantee a place due to the popularity of the Club and parents using the Club for regular sessions each week as outlined above.**

The Club is limited to 68 spaces at present and If oversubscribed will hold a waiting list.

Children will be booked into Club on the days agreed with the Co-ordinator via the School Gateway.

The After School Club will operate from 3.10-6.00pm each day. Charges will be as follows:

| <b>Collected between</b>                                 | <b>Charge - 1 child</b> | <b>Charge - 2 children</b> | <b>Charge – 3 children</b> |
|--|-------------------------|----------------------------|----------------------------|
| <b>3.10 – 4.15pm</b>                                     | <b>£5.00</b>            | <b>£9.00</b>               | <b>£13.00</b>              |
| <b>3.10 – 4.45pm</b>                                     | <b>£8.00</b>            | <b>£14.00</b>              | <b>£20.00</b>              |
| <b>3.10 – 5.15pm</b>                                     | <b>£9.00</b>            | <b>£17.00</b>              | <b>£24.00</b>              |
| <b>3.10 – 5.45pm</b>                                     | <b>£10.00</b>           | <b>£18.00</b>              | <b>£26.00</b>              |
| <b>After 6.00pm</b>                                      |                         |                            |                            |
| <b>Penalty payment as no longer covered by insurance</b> |                         |                            |                            |
| <b>£20.00 per child</b>                                  |                         |                            |                            |

### **Cancellation Policy/School Events**

Unfortunately if your child is attending another event such as football, netball, art club etc... or going to a friend's for tea, you will still be charged for your place at the Club. This is the same procedure as with most child care providers as staffing need to be planned and paid for each week.

If you wish to cancel the booking for a place, this must be done in writing 2 weeks before the booking.

### **Payments and Debts**

Fees are to be paid by parents in advance of one week at least.

### **Methods of Payment**

The Club accepts the following methods of payment:

- School Gateway
- Cash
- Childcare Vouchers – we accept most schemes
- Direct Debit

We will not carry any debt from one term to the next. If, for whatever reason, this cannot be achieved then you should contact the Club Co-ordinator to discuss.

Ewloe Green After School Club reserve the right to remove your child from the Club register and give your place to another child on the waiting list if payments are not kept up to date.

It is your responsibility to pay for the child care you book and ours to not allow a debt to be carried forward.

### **Complaints procedure**

In the first instance any complaint should be made to the co-ordinator, who will make every effort to resolve the matter.

If unresolved the complaint should be made in writing to the Management Committee care of the co-ordinator.

You will receive a written response to your complaint within seven working days of making your concern known.