

# Ewloe Green Holiday Club

## Booking and Payment Policy

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

Ewloe Green Holiday Club like any other Child Care business must be able to run within its income. Places for Holiday club must be booked in advance. During the summer period a minimum of 5 days must be booked, for all other half – term breaks and Easter holiday there is no minimum requirement.

If you wish to secure a place for your child for a certain day, or indeed all week, you can do so but you must pay for this place in advance.

### **Opening times and Charges**

Collected between	Charge - 1 child	Charge - 2 children
8.00 – 5.45	£30.00	£28.00 each
8.00 – 1.00	£16.00	£14.00 each
1.00 – 5.45	£16.00	£14.00 each
<b>After 6.00pm</b> <b>Penalty payment as no longer covered by insurance</b>  <b>£5.00 every 15 minutes per child</b>		

### **Cancellation Policy**

If your child does not attend you will still be charged for your place at the Club. This is the same procedure as with most child care providers as staffing needs to be planned and paid for each week.

If you wish to cancel your booking you must inform the Club Co-ordinator.

### **Payments and Debts**

Fees are to be paid by parents in advance on booking.

### **Methods of Payment**

The Club accept the following methods of payment:

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

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

Ewloe Green Holiday Club reserves the right to remove your child from the Club register 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.

Updated April 2025