



ADMISSIONS AND FEES POLICY

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 the childcare element of the Working Tax credit.

Creative Kidz after school club is registered with Ofsted to care for up to 32 children at our Hamble and Netley Abbey settings, and 50 at Bishops Waltham.

- a. When a parent contacts the Club enquiring about a place for their child, they will be given a registration pack, or you can download one from our website – www.creativekidz.org.uk
- b. Bookings will only be accepted once all registration forms are completed and returned together with the registration fee ***see price list.**
- c. Once the admission is complete the Manager or delegated member of staff will contact the parent/carer to arrange a start date for the child.
- d. 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 the childcare element of the Working Tax credit.
- e. All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.
- f. The Schools cannot take bookings for our clubs, we are a separate organisation.
- g. It is a condition of registration that all parents complete and sign a permission enabling staff to seek Emergency Medical assistance/treatment for any child in their care.

Waiting lists/ad-hoc sessions:

To ensure that admissions to the club are offered on a fair basis, the following procedure will apply to the management of waiting lists and ad-hoc sessions:

- a) If, on enquiring about a place for their child, a parent/carer is informed that there is currently no place available, the Club's waiting list procedure will be explained and then activated on the parent/carers behalf.
- b) Parents/carers must complete the registration process in order to request their child's name to be placed on the waiting list. The details of this request will be placed on the waiting list in the order that they are submitted.
- c) Creative Kidz operates a booking system that is based on a "first come first served" basis, with priority given to full time bookings, children already registered with Creative Kidz and siblings, however we can sometimes offer ad-hoc sessions depending on availability, you must give the club at least 24 hrs notice if you require an ad hoc session.
- d) In order to use an ad-hoc session you must give the club at least 24 hrs notice, your child must complete the registration process before attending.
- e) When a vacancy becomes available, the Manager will contact the parent/carer whose child is highest on the waiting list. If the parent/carer no longer wishes to take up the place for their child, the place will be offered to the next child on the list.

Invoicing and payment:

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

- a) Invoices are issued around the 20th of each month for the following calendar month and should be paid in full by the 1st of the month they are for unless you have made an arrangement to pay by weekly installments by agreement with the manager.
- b) Siblings will receive a discount of 10% on regular bookings of after school club and full day holiday club sessions.
- c) A non refundable fee applies to every new registration unless you are in receipt of income support or working families tax credit. Proof if this needs to be returned along with the registration forms. The registration fee charge is detailed on the price list.
- d) If an agreement has been made for your fees to be paid by a third party (such as a University or Job centre Plus), we must receive satisfactory written confirmation that the third party will be responsible for the fees (or the fees are paid). Until such written confirmation has been received, Parents / Carers remain responsible for the settlement of all fees.
- e) Creative Kidz reserves the right to cancel your child's place with immediate effect if payment remains outstanding. You are still responsible for the 4 week notice period.
- f) Fees are reviewed annually at the discretion of the manager, however, CK reserve the right to review and amend at any time. In all cases, at least one month's notice of any changes will be given.
- g) All charges in connection with an outing including entrance fees and charges for use of transport will be the responsibility of the parent/guardian/carer.(notification will be given in advance)

Childcare Vouchers:

If you wish to pay for childcare using Childcare vouchers these additional terms and conditions apply.

- 1) If your account is in credit due to overpayment by childcare vouchers, refunds can only be made through the childcare voucher system due to the tax free element of Childcare vouchers. However if the amount to be refunded does not exceed the amount paid by other payment methods (cash, credit / debit card or cheque) within the current tax year this can be refunded to you by cheque.
- 2) Fees are due in advance by the first of each month. However we, recognise that childcare vouchers can take a few extra days to reach us so payment by childcare vouchers can be made up until the 7th of each month. If you receive your childcare vouchers later in the month than this they will need to be attributed to the following month's fees.
- 3) We currently accept childcare vouchers from the following companies: Busy Bees, Accor, Leapfrog, Allsave and Care-4, However if you wish to use childcare vouchers from any other source, i.e. your employers in-house vouchers, we are able to accept these providing payment (not just the voucher) is received by us no later than the 7th of the month that the fees are for. We have introduced these measures to reduce the risk of non payment for Childcare Vouchers.
- 4) We reserve the right to stop accepting childcare vouchers from any of these providers.
- 5) If for any reason we are unable to redeem your childcare voucher you will be responsible for payment of the fees due by another payment method.

Changes or cancellations:

- a) One month's written notice of your intention to reduce the number of days your child(ren) attends CK must be given, or one month's fees paid in lieu of notice for the number of days reduced by.
- b) Additions to your bookings must be requested in writing and will be allocated as available. CK must be informed 4 weeks in advance of any changes to your booking and this notice period is payable.
- c) One month's written notice of your intention to withdraw your child(ren) from CK must be given, or one month's fees paid in lieu of notice.

- d) CK is closed on all English Bank Holidays. After school club and breakfast club regular bookings are as per published school terms, the breakfast and after school clubs are closed during school holidays and inset days, with the exception of our Netley Abbey club. Fees are not charged for these days.
- e) If your child is absent from CK (including illness or holiday) on their standard booked day or additionally booked sessions, no refunds will be made or accounts credited.

Settling in:

All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

- a) Children new to the Club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about all other regular visitors to the Club and children in the early years age range will be allocated a Key-Person.
- b) A settling in sheet will be completed for each child, this will ensure that the child and parents are aware of important club info. Children will be informed about the Club's routines and the programme of activities. They will be shown around the Club, told where they can and cannot go. Ground rules and club council will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the Fire evacuation procedure and the location of fire exits, according to the Fire safety policy.
- c) The children will be introduced to the other children at the Club and encouraged to get to know the other children and settle into the group.
- d) If it seems that a child is taking a long time to settle in, this will be discussed with parents/carers at the earliest opportunity.
- e) If a parent/carer feels that there is a problem during the settling in period they should raise this with a member of staff.