



## 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, Netley Abbey and St Johns the Baptist settings, and 50 at Bishops Waltham.**

### 1. General

- 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](http://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.
- h. Any child with an issue affecting their health must complete a care plan upon admission which will assist staff in providing for their individual needs.
- i. E-mail submission of a booking form confirms your acceptance of our Terms and conditions..

### 2. Allocation/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.
- 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 and submit a booking form stating sessions required.
- 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.
- f) If a session is available and has been allocated, the parent/carer will be informed by phone, e-mail or post, please do not assume that you have been allocated sessions unless you have been contacted by a senior member of staff.

Revised 7/1/11

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- g) Ad-hoc sessions cannot be booked more than 2 weeks in advance.

### **3. Invoicing and Payment-Breakfast and after school club**

- a. Breakfast and after school club Invoices are issued around the 20<sup>th</sup> of each month for the following calendar month and should be paid in full by the 1<sup>st</sup> of the month they are for unless you have made an arrangement to pay by weekly instalments by agreement with the manager.
- b. Our fees are payable 1 month in advance.
- c. Invoices will be issued by e-mail using e-mail addresses supplied; it is the parent's responsibility to inform the manager of any changes of address.
- d. It is the parent's responsibility to inform the manager if your invoice isn't received by 1<sup>st</sup> of the month.
- e. If an e-mail address has not been supplied a hard copy shall be issued via the setting at the 1<sup>st</sup> available opportunity.
- f. Our accepted methods of payment are childcare vouchers\*see below or direct bank transfer/credit, cheques/cash may be accepted at the manager's discretion by pre arrangement only.
- g. A non-refundable fee applies to every new registration unless you are in receipt of income support or working family's tax credit. Proof if this needs to be returned along with the registration forms. The registration fee charge is detailed on the price list.
- h. 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.
- i. 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.
- j. 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.
- k. Our fees and charges are detailed on the price list.
- l. 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)
- m. Ad hoc sessions will be charged retrospectively to your next invoice if you already use our service on a regular basis.
- n. Ad hoc session fees must be paid at the time of booking if you are a new or irregular user.

### **4. Invoicing and Payment-Holiday club**

- a. Invoices will be issued by e-mail using e-mail addresses supplied; it is the parent's responsibility to inform the manager of any changes of address.
- b. It is the parent's responsibility to inform the manager if your invoice isn't received within 7 days of submitting your booking form.
- c. If an e-mail address has not been supplied a hard copy shall be issued by post or by hand.
- 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 beyond the agreed start date.
- 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. Our fees and charges are detailed on the price list.

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- h. 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)
- i. Holiday club sessions must be paid for in advance of the agreed start date.
- j. Holiday club fees can be paid to either Hamble Sports Complex or Creative Kidz directly.
- k. Holiday club fees can be paid by childcare voucher or direct credit to Creative Kidz bank account \*see price list or cash/cheque/debit/credit card at Hamble Sports Complex.
- l. Payment must be made immediately upon receipt of an invoice.
- m. Your booking is not complete and will not be accepted until payment has been received.
- n. Arrangement to pay by weekly instalments by agreement with the manager only.
- o. A receipt will be issued upon payment
- p. When making a payment for a full day session with CK you may request a voucher for a 50% discount on full day sessions with Hamble Sports Complex Children's Activities.
- q. In order to obtain a discount on full day session bookings at Hamble Sports Complex Children's Activities Scheme, you must provide evidence that you have booked a full day session on the same date with CK.

## **5. 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. A Cancellation form is available on our website, and can be e-mailed or printed and handed to us in person or posted.
- b. Notice will be effective from the day it is received by the manager.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. If you would like to change/swap your regular session for another day or date, we will try our best to accommodate this. If we are fully booked, we may be able to call in extra staff to enable us to provide this but only if it is financially viable to do so, obviously we must stay within our Ofsted registration quota. In situations such as these, firstly please check availability with your play-leader, secondly, your previously booked or regular session will still need to be paid for, and the alternative day or date will be treated as a drop in session and charged accordingly.. Our staffing levels and activities are planned in advance in order to maintain consistency, if parents require drop in sessions, please give us as much notice as possible.
- h. If you cancel a drop in session you will still be charged.
- i. Availability of drop in sessions cannot be guaranteed.

## **6. 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 is aware of

Revised 7/1/11

Revised 21/3/11

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.