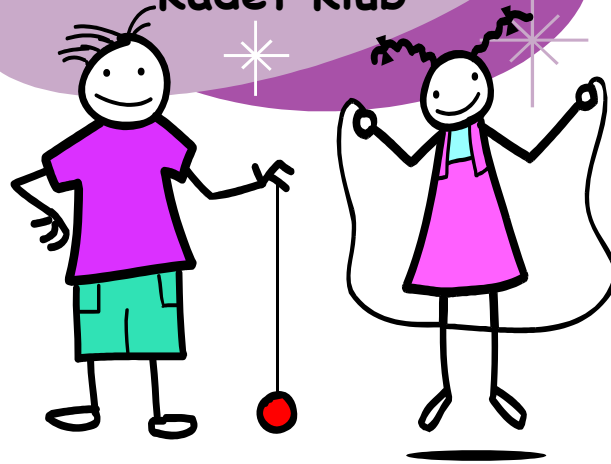




Drumahoe Primary School
After Schools
"Kadet Klub"



"Kadet Klub"

**Admissions, Fees &
Booking Policy**

Admissions, Fees & Booking Policy - 2016-2017

This policy outlines admissions, revised booking procedures, payment conditions, modes of payment, procedure for late payments, invoice disputes, cancellations, forced closures and payment difficulties.

The Klub 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 Klub, it must ask that parents/carers respect its policy in respect of fees.

The level of fees will be set by the Management Committee and reviewed annually in the light of the Klub's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.

Admissions

When a parent/carer contacts the Klub enquiring about a place for their child, they will be given all the relevant information they require including details of policy, and informed of whether there is currently a suitable place available for their child.

If a place is available the parent/carer and, where possible, the child will be invited to visit the Klub and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration/Admissions Forms to confirm their child's place.

Once the admission is secure, the Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the Klub. At this stage, the provisions of the "Settling In" policy will come into operation.

Two weeks notice must be given when removing a child's name from the Kadet Klub.

Registration

All parents must complete a registration form and pay a £20.00 deposit - applicable from Thursday 1st September 2016.

(Refunded when the child leaves the service).

Bookings & Waiting List

To ensure that admissions to the Klub are offered on a fair and transparent basis, the following procedure will apply to the management of booking & waiting lists.

The Klub is currently restricted to 32 places and will operate on a first come first served basis on the completion of the booking form. Should it be necessary to apply criteria, preference will be given to children who attend 5 days per week (4/3/2/1 etc.) and siblings will be considered together. When necessary, we will keep a waiting list and inform parents when places become available. We would ask parents to appreciate that options for use cannot be more flexible, due to the logistics of employing staff and the staff-child ratios that we have to abide by.

Bookings can be immediately confirmed or otherwise if made on the Booking Form supplied and anyone not making a booking this way ("**Variable User**") will only be accommodated if they are:

a) registered

and

b) a place is available.

Variable Users

Should you not require a regular pattern of sessions for your child(ren) you may make a variable booking request to the Manager who will advise you if a place is available or not. By booking in this way, we cannot guarantee if a place will be available or not and payment must be made on the day for these bookings. It is recommended to use the Kadet Klub Booking Form if you require confirmation or otherwise of the booking in advance.

Waiting List

If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Klub's waiting list procedure will be explained and then activated on the parent/carer's behalf.

Parents/carers will be encouraged to submit their request for a place for their child to the Klub in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.

The waiting list will be kept and used on a 'first come first served' basis. The Klub will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Klub.

When a vacancy at the Klub becomes available, the Manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.

If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Registration Forms

If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Bookings Forms & Payment

Booking forms will be distributed to registered families in the middle of the month preceding the booking. The booking form must be completed to guarantee a place for your child(ren) provided a place is available at the time of booking.

Advance payment of fees should be made weekly (Monday) or monthly (1st Monday of the month) to secure the booking.

Individual payment arrangements will only be negotiated between the Manager and parents/carers in certain circumstances. The Klub will be sympathetic to requests for daily payment but parents/carers wishing to negotiate this or any other alteration to the standard fees policy will have to arrange a meeting with the Manager at the earliest possible opportunity.

Payment Conditions:

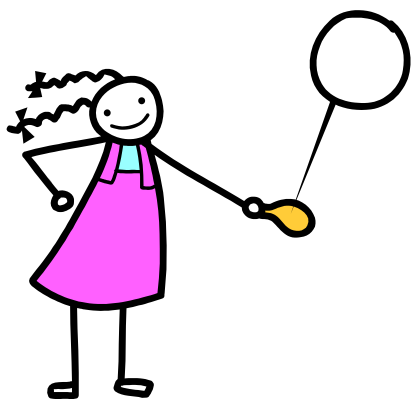
After-School Klub and Holiday Klub Fees

Fees - see Appendix 1: The current fees can also be found on the booking forms.

Late collection fees: If carers are late collecting a child, they will be charged a late collection fee as follows:

Extra Charges:

- ✚ Late collections will incur an additional charge. The facility will close at 6.00pm sharp. After this time, a surcharge of £10.00 per 15 minutes (or part thereof will apply);
- ✚ Days booked but not used will be charged at full rate - see booking cancellations;
- ✚ £1.50 per child for late collection (other than 6.00 p.m.) at the end of a term-time session or the After- School Holiday Klub.



Appendix 1: Current Fees - 2016-2017

Term-Time After-School:

There are five ways to use the service during term-time:

2.00/2.15 pm - 4.00pm	Daily Cost: £5.00 (2nd child £4.00) incs. a snack
2.00/2.15 pm - 5.00pm	Daily Cost: £10.00 (2nd child £8.00) incs. a snack
2.00/2.15 pm - 6.00pm	Daily Cost: £12.00 (2nd child £10.00) incs. a snack
3.00pm - 5.00pm	Daily Cost: £5.00 (2nd child £4.00) incs. a snack
3.00pm - 6.00pm	Daily Cost: £10.00 (2nd child £8.00) incs. a snack

It will not be possible to split rates beyond the options above.

School Closings/Holidays: Holiday Schemes, Exceptional Closures and Staff Development Days (S.D.D.):

S.D.D. 8.30 a.m. - 1.30 p.m. Daily Cost: £10.00 (2nd child £8.00 & 3rd free);
1.00 p.m. - 6.00 p.m. Daily Cost: £10.00 (2nd child £8.00 & 3rd free);
Attend both sessions -Daily Cost: £16.00 (2nd child £14.00 & 3rd free);

Start/End of Term (noon finish) - Daily Cost: £17.00 (2nd child £15.00 & 3rd child free);

Holiday Schemes (8.30 a.m. - 2 p.m.) Daily Cost: £12.00 per pupil
(10 a.m.- 2 p.m.) Daily Cost: £10.00 per pupil

Fees must be paid on return of the booking form if paying monthly (latest by 1st Monday of the month) or on a Monday if paying weekly.

Invoices

Invoices are prepared at the start of each month for payment. Parents/Carers will be notified via the Manager that the invoices are available. Please ensure you collect your invoice promptly from the Kadet Klub. If you are unable to collect it, please let us know as soon as possible so we can post it to you.

The following rules apply for all payments:

- If the invoice is settled in full, payment must be received at the start of the month (1st Monday);
- If paying weekly the payment must be received on the Monday of each week;
- A receipt will be issued in respect of all payments;
- Any queries regarding invoices should be addressed to the Kadet Klub Manager.

Modes of Payment

You may choose from the following modes of payment to settle your invoices.

Paying by cheque

- In an envelope please provide:
 - Your cheque made payable to "The Kadet Klub"

Paying with electronic childcare vouchers or equivalent

- When making your payment online, please reference the invoice number and the name of the child(ren) if possible.

Paying directly into the Kadet Bank account

- The Kadet Klub bank account details can be obtained on request from the Kadet Klub Treasurer (Mr K Kincaid or Mrs Heather Glenn - 71302284).
- When making your payment, please reference the invoice number and the name of the child(ren) if possible.

Paying by cash

- Please consider using the other modes of payments listed above if possible.
- Put your cash in an envelope together with the name of the child(ren) and invoice number.
- Address the envelope to the Kadet Klub Manager.

Payment Difficulties

If you experience problems in meeting the payments, you must contact the Kadet Klub Manager immediately to avoid your child's place being withdrawn. You will be required to send a letter outlining the problems. The matter will be dealt with confidentially. In this eventuality, and upon receipt of such a letter, the Kadet Klub Management Committee will meet to discuss the case and formulate an appropriate response. Should the Committee consider the claim to be valid, support may be provided which could involve deferred payment or payment over a longer period of time. Any such decisions will be made on a case-by-case basis and you should not have any expectations in terms of the response you might receive.

Late Payments

You are encouraged to talk to the Kadet Klub Manager if you think you will have difficulties in paying your invoice. The sooner we hear, the easier it is to find a solution. Please contact us as soon as possible. This is in everyone's interest.

If the fees are not paid on time, the Klub will notify the parent/carer in writing and request payment at the earliest possible opportunity. The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Klub being forfeited.

If fees are paid persistently late or not at all with no explanation, the Klub will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Klub for the remainder of that week.

In the eventuality that payments are not received, the Kadet Klub Manager will engage the following procedure to secure payments:

- **Stage 1:** A letter will be sent by e-mail or left at the Kadet Klub requesting payment to be made within two weeks of receipt of the letter.
- **Stage 2:** If no response has been received two weeks after the receipt of the reminder letter, a warning letter will be sent to you by special delivery asking for payment to be made within one week of receipt of the warning letter. A £10 fee will be added to the total amount due.
- **Stage 3:** If no response is received within one week of receipt of the warning letter, then the child (children) 's place (s) will be withdrawn immediately and the child (children) will no longer be accepted at Kadet Klub for a whole term following receipt of payment.

Invoice Disputes

Should you not agree with the amount on the invoice, you may send a dispute letter to the Kadet Klub Manager, with a copy of the invoice, outlining the disputed amount and the reason for the dispute. Any such dispute letter must be received at the latest 14 days after the invoice date if you wish it to be considered. If no dispute letter is received within this period, the invoice is deemed to be accepted, and liable for payment in full.

On receipt of such a dispute letter, the Kadet Klub Manager will investigate the situation and provide a prompt response, including supporting information as appropriate. The first minimum payment will still be expected as per the original schedule whilst the investigation is being carried out. In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent.

Booking Cancellations

Cancellation due to illness/medical issues:

First three consecutive days are chargeable at the appropriate daily rate. After the first three days' absence, fees will be waived / refunded, only on production of a doctor's note or other suitable evidence. Absences of more than two weeks will require a retainer fee. Full fees remain payable for any non-medical/illness related absences during term-time.

Booked sessions may be cancelled at any time but a minimum of two weeks' notice is required if a "booked session" is no longer required and you are expecting a refund. In order to get a refund, cancellations must be received in writing by the Kadet Klub Manager at least 2 weeks before the booked session. Any session cancelled after that time will not be refunded. Any refunds will be credited in the next invoice / statement.

Forced Closures

In some extreme circumstances, the Kadet Klub may be forced to close unexpectedly at short notice eg. Power failure, adverse weather etc.

- If the Kadet Klub is closed due to closure of Drumahoe Primary School or if it is closed for any other reason, full reimbursement will be made.

In the event that you are unable to collect your child/ren, or if we are unable to reach you to notify you of the closure, then no refund will be made.

Please ensure that the contact details we have for you are up-to-date. We do not want to be in a situation where we cannot contact you.

Childcare Vouchers

If your employer offers a childcare voucher scheme, you may be able to use these towards payment for your booking. These schemes are exempt from tax and National Insurance. If your employer would like support to set up a scheme, ask them to call Employers for Childcare 0800 028 6538 or log on to www.employersforchildcare.org for more information.

Childcare Tax Credits

You may be entitled to the childcare element of Working Tax Credit, which could assist with up to 70% of the cost of this booking. The childcare element currently enables parents to claim up to a maximum of £175 per week for one child and £300 per week for two or more children. To find out if you qualify, call the Tax Credit Office on 0345 300 3900, or visit www.taxcredits.inlandrevenue.gov.uk for more information.