

Admissions and Fees

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.

Admissions When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child. If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the Club 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 Admissions Form (see Appendix Four) to confirm their child's place. Parents/carers will also be encouraged to complete and sign the Emergency Medical Treatment Form (see Appendix Two). Once the admission is secure, the Club Coordinator, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the Club. At this stage, the provisions of the Settling In policy will come into operation.

Waiting list To ensure that admissions to the Club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable place available, the Club'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 Club 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 Club 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 Club.
- When a vacancy at the Club becomes available, the Club Coordinator 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 Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- 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.

Fees 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.

- The level of fees will be set by the Crestwood College for Business and Enterprise and reviewed in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made on booking prior to the start of the placement. Individual payment arrangements may, in exceptional circumstances, be negotiated between the Club Coordinator and parents/carers.
- If the fees are not paid on time, the Club will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Club Coordinator 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 Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Club Coordinator may agree to allow the child to continue attending the Club for the remainder of that week.

- Parents/carers are encouraged to speak to a member of staff or the Club Coordinator if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club.

Cancellation of bookings and Payment of Fees

In the event that a place has been booked which is no longer required the Club will not offer a refund unless the place can be taken by another child. Consideration for a refund will only be made in exceptional circumstances and a request must be made to the Club Co-ordinator in writing.

Parents should consider whether or not they need a place before making the booking. Care should be taken at the time of booking to minimise booking errors.

Closing of the After School Club in an emergency and Payment of Fees In very exceptional circumstances, the Club may need to be closed at very short notice due to an unexpected emergency.

Such incidents could include: • Serious weather conditions (combined with heating system failure). • Burst water pipes. • Discovery of dangerous structural damage. • Fire or bomb scare/explosion. • Death of a member of staff. • Serious assault on a staff member by the public. • Serious accident or illness.

When a closure of the club occurs, advice will be sought from Hampshire County Council, Eastleigh Borough Council and its respective agencies regarding payment of fees due. Decisions will be taken for each closure regarding the payment of fees due.