

Admissions and Fees

Aim

School's Out Henleaze 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 support eligible parents/carers to use Childcare Voucher Clubs as a method of paying for the After School and Holiday Childcare.

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, informed of whether there is currently a suitable place available for their child. The family will be asked to complete the registration process on our booking system. At this point they can request a contract on the booking system for approval.

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.

By accepting the place, or being placed on the waiting list, 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 register on our on-line booking system if not done so already.

To cancel booked place(s) we require four weeks' written notice via text or email.

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 one available, the clubs waiting list procedure will be explained and then activated on the parent/carer's behalf.

Advance Booking Facilities

After School Club places are available on a first come, first served basis with priority given to children of working/studying parents who:

- Are Directors and/or Committee Members of School's Out Henleaze
- Are a single parent family.
- Infant children.
- Junior children attending with a sibling at the infant school.
- Then year 3, 4, 5 and 6 in that order.

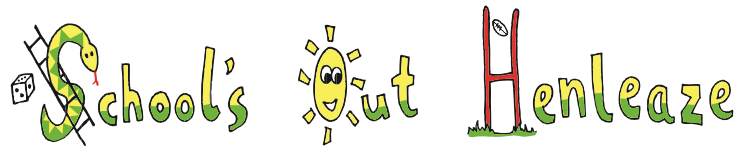
Holiday Club places are available on a first come, first served basis with priority given to children of working of working/studying parents who are Directors and/or Committee Members of School's Out Henleaze.

- When a vacancy at the Club becomes available, the Administrator will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- 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 Committee and reviewed annually 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 After School Club fees should be made termly in advance as invoiced, or monthly by arrangement (when paying via childcare voucher club). Individual payment arrangements will be negotiated between the administrator, fee/debt collection, or treasurer, and parents/carers.
- In cases of financial hardship, the club will be sympathetic to requests to negotiate this or any other alteration to the standard fees policy however parents/carers need to arrange this in advance on discussion between the administrator, the fee collection committee member or treasurer.
- If the fees are not paid on time, the club will notify the parent/carer in writing once and request payment within fourteen days of notification. If a second reminder is required, this will incur a late payment fine.
- The Chair has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their 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.
- Parents/carers are encouraged to speak to the administrator or member of the committee 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.
- Fees that remain unpaid will be subject to legal action. The registered account holder will be contacted and either by email or telephone to advise that we are pursuing legal action. A summary letter will be written to the registered account holder advising of the process and that they will have fourteen days to pay debt. At



the end of this period, we will issue proceedings in Bristol County Court Small Claims without any further notification. This will incur a statutory issue fee and interest on the debt at the court rate. In addition, you will need to attend a court hearing and a county court judgement will be sought which will affect the clients credit rating.

Notice Period

School's Out Henleaze requires 4 weeks paid notice that you no longer require your booked place or alterations to your booked places. Notice must be made in writing and once given the next 4 weeks must still be paid for i.e., if notice is given during a school holiday period of the next term will be regarded as the notice period.

Session Fees

All fees irrespective of method of payment must be paid by the due date, which is a term in advance of requested sessions for After School Club. Any payment method may be withdrawn at the discretion of School's Out Henleaze. Late payment will be subject to a late payment fee (see above). There will be no refunds should you cancel any session, for instance a playdate or for the dentist.

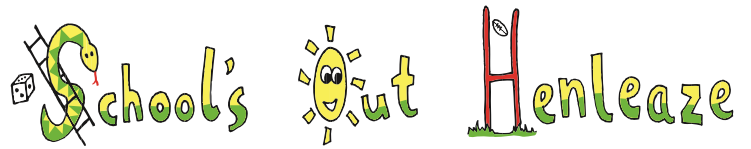
Overdue Fees

Regardless of the payment method (Credit Card, Bank Transfer, Childcare Vouchers and/or cheques) all fees are to be paid in advance of the After School Club.

Holiday Club Fees

Due at the time of booking. Failure to pay by at the time of booking means that the places are not confirmed. Failure to pay incur late payment charges, see above (at the discretion of School's Out Henleaze) may be waived if:

- Receipt is produced showing payment was made by the due date.
- Cashed cheque is produced proving it was submitted by due date.
- Email from childcare voucher club provider is received confirming that payment was authorised by the due date.
- Printed screen shot that clearly confirms beyond doubt that payment by means of childcare vouchers was requested by the parent to the voucher club on before or on the due date.
- Bank statement which clearly shows payment was made to School's Out Henleaze before or on the due date.
- School's Out Henleaze will not accept future/additional bookings for childcare if your account has overdue fees. Unpaid fees will result in School's Out Henleaze following their Admissions and Fees Policy, a consequence of which may lead to the loss of your childcare place(s) and at the discretion of School's Out Henleaze Directors, may also result in legal action being taken against you.



Refunds

School's Out Henleaze are unable to issue refunds for membership fees or booked places and we are unable to swap days. In the event that School's Out Henleaze holds advance fees in excess of 4 weeks, this excess will be refunded to you within 4 weeks of you requesting a refund.

- **Holiday Club:** We are unable to offer refunds or make alterations to booked places once the booking has been processed. If extra sessions are requested School's Out Henleaze will endeavour to provide them but this is restricted to availability of spaces and staff.
- **Inset Days:** It is School's Out Henleaze policy to charge for inset days and we do not operate on bank holidays.
- **Annual Registration Fee:** Accounts will be charged around May to July for the next academic year.
- **Late Collection:** Incurs charges. See our Late Collection Policy.

Further Information

School's Out is a not-for-profit company limited by guarantee. It is a membership organisation and the directors are elected from the membership at the AGM. All families registered are members and in the unlikely event of School's Out Henleaze being wound up and unable to meet its debts through its own funds, I promise to pay £1.

Please be aware that whilst we endeavour to ensure that the After School Club and Holiday Club run as scheduled, there may be circumstances where for reasons outside of our control we are unable to operate in accordance with our normal procedures and regrettably must take the decision not to run the relevant club that day. Such circumstances include but are not limited to bad weather, illness infectious disease, strike action at the premises where the Clubs are operating from etc. It is our policy not to issue refunds or offer alternative sessions in such circumstances.

If we are forced to shut for more than a day due to lockdown, legal instruction, staff illness etc, we will issue refunds where possible.

I agree to notify the Manager, manager@schoolsouthenleaze.co.uk, if my child will not be attending a session; will be arriving late due to after school activities; or will be collected by a third party. If late notice this should be done via text to the club phone 07847 479 626.