



Corylus Collective **Bookings, Fees & Refunds Policy**

Corylus Collective is registered with Ofsted, we provide care for children between the ages of 3 and 11, with services primarily based in and around Easebourne, West Sussex.

Places at events are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Siblings of children already attending event days
2. Those requiring the greatest number of days
3. Children of Conifers Independent School
4. Children living in the area attending other schools
5. Siblings of children who live in the area attending other schools

Booking procedure

When a booking enquiry is made, parents or carers will be sent or sign posted to all the relevant event information and paperwork required (via email attachment or website), including:

- Information regarding availability of places, exact location, timings, what to bring
- Details of the **Booking and Fees** policy
- Booking form including medical information & photo permissions information
- **Data Protection** policy
- **Behaviour Management** policy
- **Complaints** policy
- **Corylus Collective Handbook**

If a place is available the child/ren will be able to attend an event (on advertised dates) on completion and receipt of the required forms.

If no places are available, the family will be informed and the child's name added to the waiting list. As soon as suitable places become available families will be informed.

Fee structure

Fees are reviewed annually. The company will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the director at the earliest opportunity. Any queries regarding fees should be directed to the director.

Fees are charged at a daily rate. Discounts are advertised for block bookings and may vary from event to event. The current standard rate is £38 per day per child (6-11yrs olds) and £45 per day per child (3-5yrs old).

Corylus Collective recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit.

- Fees are payable in advance (date clearly stated for each event)
- Fees can be paid by cheque, electronic transfer, childcare vouchers or cash

Payment of fees

If fees are not paid in advance of the event, Corylus Collective will email/message the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the director as soon as possible.

Where there is no explanation for a late payment, the director will contact the parents or carers by phone to discuss payment options. The director may issue a formal warning to the parent or carer informing them that no payment will result in their child's place at the event being withdrawn.

Cancellations and Refund of fees

- Cancellations made up to 7 days prior to an event are eligible for a full refund
- Cancellations made 48 hours prior to an event are eligible for a 50% refund
- Cancellations made 24 hours prior to an event are not eligible for any refund

All refunds are made at the discretion of the Director.

This policy was adopted by Corylus Collective	Date: Feb 2024
To be reviewed: Feb 2025	Signed: Hannah Corps

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68-3.75]*