

# Hubbub Out of School Club

## Admissions and Fees Policy

Hubbub Out of School Club is registered with Ofsted; our unique reference number is **2634522**. We provide care for up to 80 children between the ages of 4 and 13 across two sites.

Places 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 the club
2. Those requiring the greatest number of sessions/hours per week

### Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Link to our booking system where parents can register, read and agree to our parent contract (Terms & Conditions), privacy notice, photo permissions.
- **Behaviour Management** policy
- **Complaints** policy
- **Club Handbook**

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received. In regard to families where there is an additional need, risk assessments and research into the support the child may need must be completed before the child can attend. This delay would be so that we can ensure we offer the best quality of care for your child.

If no places are available, the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be contacted to arrange the start of care.

### Booking procedure

Parents must complete the necessary paperwork, ie contract, registration, medical, booking and photo permission forms via our booking site, before their children can attend the club.

### *After school Bookings:*

- **Permanent place:**  
Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required. **You MUST pay for ALL sessions whether your child attends or not for any reason. You are paying for your child's place, not their attendance.**
- **Temporary booking:**  
We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 24 hours' notice. If notice is not given, the place will still be charged for.

### *Holiday Bookings:*

Full payment is required at the time of booking. 50% of your total booking cost is nonrefundable in the event of a cancellation for any reason. The remaining 50% will be issued as an account credit.

## Fee structure

Fees are charged at the following session rates.

### **Breakfast Club:**

- 07:00 – 08:45 **£9**
- 07:45 – 08:45 **£7**
- 07:00 – 08:45 (Including Drop to other Local School) **£12**

### **After School:**

- 15:00 – 16:30 (**Not** including tea) **£10**
- 15:00 – 18:30 (Inclusive of tea) **£22**

### **School Holidays:**

- Full day **£45**
- Am session **£27**
- Pm session **£27**
- School times session **£30**

### **Early Collection (AM) or Drop Home (PM) Fees:**

These are charged as a £5 additional cost on top of all session fees.

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of Universal Credits if eligible. We are also registered to accept Tax Free Childcare payments and Childcare Vouchers. – Please ask for voucher company details

- After school Fees are payable monthly in advance
- Fees can be paid by electronic transfer or cash
- There is a charge of **£15** for late collection, which will be added per child per 15 minutes on each occasion.
- Fees are charged for booked sessions whether the child attends or not

## Payment of fees

### **After school:**

A deposit of £100 is required to secure your booking. This is fully refundable whenever you stop using our services and will be shown as a reduction on your last invoice or as an account credit, as long as all fees are paid up to date and the notice period of 1 month has been given.

Invoices are issued 20 days before a date range starts. You have 14 days in which to pay this invoice in full before late fees are automatically issued. **You MUST pay for ALL sessions whether your child attends or not, for any reason. You are paying for your child's place, not their attendance.**

Please inform the club if your child is off school or sent home from school for any reason. In the event that we are not informed, a £10 admin fee will be added to your next invoice to cover the time taken to find out where your child is.

**All After School invoices are required to be paid within 14 days of being received. If they are not, an admin fee of £15 will be issued automatically and each time you are contacted regarding payment. If the fees have not been paid within a month of the invoice issue, then your child's space will be cancelled with immediate effect.**

If you are having problems paying the fees, please book a meeting and discuss this with the manager as soon as possible.

### **Holiday Bookings:**

Full payment is required at the time of booking. 50% of your total booking cost is nonrefundable in the event of a cancellation for any reason. The remaining 50% will be issued as an account credit. In the case of last-minute bookings or adjustments these must be paid in full at the time of booking.

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

If fees are not paid, the Club will write to the parent or carer, requesting payment in line with the above terms. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

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

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

### **Refunds**

We do not issue refunds to personal bank accounts. If a refund is required for any reason this will be issued as a reduction to the last months fee's (if a contract booking is cancelled) and a full months' notice has been given with all fees paid up to date.

Any other refunds are issued as an account credit.

**Account credit is only valid for a period of 6 months from the date of issue.**

This policy was adopted by: <b>Hubbub Out of School Club</b>	Date: January 2024
To be reviewed: <i>Jan 25</i>	Signed: <i>Liz Hawkins</i>

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information and Record Keeping [3.78], Information for Parents and Carers [3.83]*