



Admissions and Fees Policy – Holiday Camps

Bookings Terms and Conditions

Funtastic Kids Ltd provide care for children between the ages of 4 and 15 (from 3 years at selected sites). We are registered as an Early Years Childcare Provider with Ofsted.

Places are offered on a first-come first-served basis.

Registration

When an enquiry regarding places is made, parents or carers can register on line at www.funtastickids.co.uk and see all the relevant camp information, including:

- Information regarding availability of places
- **Behaviour Management** policy
- **Complaints** policy
- **What to bring to camp** information

If no places are available, the parent/carer can email bookings@funtastickids.co.uk and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

Booking procedure

Parents must register on the booking system via the website. Bookings and payment can be made via the website.

Fee structure

Fees are charged at:

Short Day 9.30am-3.30pm £21.50 (£3.58 per hour) Sibling £17 (£2.83 per hour)

Extended Day 8am-6pm £30 (£3 per hour) Sibling £23.50 (£2.35 per hour)

Additional hours: 8.30-9.30am or 3.30-4.30pm £3 per child, per day

Sibling Discount: Applies to second and subsequent siblings, NOT the first child. Siblings have to be related by birth or marriage (step siblings).

Funtastic Kids recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working or Universal Tax Credit. We are also registered to accept childcare vouchers and Tax Free Childcare vouchers. Childcare voucher codes can be obtained by emailing bookings@funtastickids.co.uk. Ofsted registration numbers are displayed on the corresponding site page on our website.

Funtastic Kids is VAT registered, therefore 20% of the above price is VAT.

Administration Fee

Please note that the prices above are inclusive of a £2 administration fee per child per day. This fee is non-refundable if places are cancelled at any time after the booking has been made.

Payment of fees

Payment must be received within 7 days of the date of the booking confirmation email/invoice and at the very latest by the Friday of the week in which your child is attending or has attended our camp.

Late Payment Penalty fee: Payment received after the Friday of the week of camp attending, will incur an additional penalty fee of £10 which will be added to the account. If you intend to pay by childcare vouchers or tax-free childcare, then ensure you book and make payment in plenty of time to account for the 4-5 day delay which can occur for money to come through to Funtastic Kids.

Bookings are not secured until payment is received, however bookings will not be cancelled so please contact bookings@funtastickids.co.uk if you no longer wish to take the place.

Adhoc/Late Booking Payment

Late payments have to be made by paypal or bank transfer payment and if paid within 48 hours of the booking please bring proof of payment with you.

Your places are confirmed on receipt of payment, however, you are contracted to pay for the days you have booked even if your child does not attend UNLESS you give us 48 hours notice.

Cancellations

Cancellations can be made up to 48 hours before the start of the holiday camp place with a full refund (less the £2 administration charge). We are no longer able to refund or credit dates cancelled due to sickness. This is due to staffing levels being pre-arranged. Please note that in the case of having to self-isolate due to government guidelines, 48 hours notice will still apply in order for us to pay our staff.

Short Notice Bookings

If you are booking at short notice ie after 7pm the night before, please note that your place may not be guaranteed. Funtastic Kids adheres to the safe staff to child ratios to comply with our early years registration. Staff need notice to work and therefore, if there are no extra places available, you may be turned away.

For short notice bookings, payment has to be made by paypal or bank transaction and please bring proof of bank transfer payment or paypal transaction to show our supervisor.

Emergency cancellations due to holiday camp closure:

On some occasions we may need to close our childcare service to parents. This may be due to an emergency school closure eg severe weather conditions or government/local authority decision ie virus. These circumstances are out of the control of Funtastic Kids as the decisions are made by the school or local government for the safety of all the children and staff. Places booked in advance will not receive a cash refund but instead a full credit will be arranged for a future session. The amount will be credited onto your booking account for a future session. This helps the company with cashflow due to sudden loss of income.

This policy was adopted by Funtastic Kids Ltd	Date: March 2021
To be reviewed: March 2022	Signed: Louise Holloway Director