



Admissions and Fees Policy – Wrap Around Care

Bookings Terms and Conditions

Funtastic Kids Ltd provide care for children between the ages of 4 and 11 (from 3 years at selected sites) and attending the school where the wrap around care is based. 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 download all the relevant club information, including:

- Information regarding availability of places
- **Behaviour Management** policy
- **Complaints** policy
- **Uncollected Child** policy

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

Booking procedure

Bookings and payment can be made via the website.

Parents must complete the registration details online and make payment before their children can attend the club.

On the day booking fee

You have until 7pm the night before to book your child's space online. If you miss this deadline there will be a £2.50 on the day admin fee charged for bookings made on your behalf. This is to cover the additional administration cost that is required by our staff.

Fee structure

Prices and times of sessions might be different at some settings due to individual agreements with the school.

Individual schools may have slightly different pay structures depending on arrangements with schools.

- **Breakfast Club** Fees are charged at:

Full Session: £5.72 Timings dependant on school

£5.15 extra siblings

- **After School Club** Fees are charged at:

Short Early Session: 3.15-4.30pm £7.42 (£6.68 extra siblings) - Which includes a small snack

Short Late Session: 4.15-6pm £7.84 (£7.06 extra siblings)- Which includes a light tea.

Full Session: 3.15-6pm £13.25 (£11.92 extra siblings) - Which includes a small snack and a light tea.

*** If you collect your child after the allocated finish time, please refer to our Uncollected Child Policy ***

Funtastic Kids recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit including Universal credit and Tax-free Childcare. We are also registered to accept 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.

Contract

A contract is recommended for bookings or regular days. This is a rolling contract, which is invoiced monthly (approx. 23rd of each month) and should be paid a month in advance. Amendments can be made, however these are not guaranteed and must be requested in writing (for the month invoiced) by emailing bookings@funtastickids.co.uk

Payment of fees

Payment for your contract must be received within 7 days of the date of the booking confirmation email/invoice. Adhoc booking payments should be paid on the day bookings are made.

Once your sessions are booked, this is taken as confirmed unpaid space.

If your child does not attend for any reason, you are still required to pay unless you have cancelled within the 48 hours via email to bookings@funtastickids.co.uk.

Please note unless paying by Paypal/card payment, your payments can take up to 5 working days to show on your Funtastic Kids account.

Cancellations

Cancellations can be made up to 48 hours before the start of the breakfast or after school club place with a full credit refund onto your account for future use.

Places cancelled after the 48 hours will only receive a refund with a medical note from a doctor (no refund for sickness/illness). This is due to staff contracted to work and business cost. Please note that in the case of having to self-isolate due to government guidelines, 48 hours' notice will still apply for us to pay our staff.

Refunds

From 1st April 2024, we will no longer be issuing refunds. If your booking is cancelled or amended, any monies will now stay on your Funtastic Kids account as refunded credit for future bookings.

Emergency cancellations due to school closure:

On some occasions we may need to close our wrap around care service to parents. This may be due to an emergency school closure e.g. severe weather conditions or government/local authority decision i.e. virus. These circumstances are out of the control of Funtastic Kids as the decisions are made by the school 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: February 2024
To be reviewed: January 2025	Signed: Louise Holloway Director

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.*