



Registered Charity No: 1128799

## **Fees and Booking Policy**

### **Session Booking**

There are 2 types of booking contracts available, annual term-time and half-term.

The annual term-time booking contract gives guaranteed sessions for an academic year. Session request forms for the Autumn (September), Spring (January) and Summer (April) terms are sent out to all eligible children in preceding January. Places are allocated according to receipt of the forms and children will be placed on a waiting list for particular sessions if they can not be allocated.

The half-term contract allows booking by individual dates each half-term. Session request forms, broken down by date, for a half term will be available 4 weeks prior to the start of each half term. Sessions will be guaranteed 2 weeks prior to the beginning of each half-term.

Places are allocated according to receipt of the forms and children will be placed on a waiting list for particular sessions if they cannot be allocated.

### **Fees**

Fees are reviewed by the Management Committee and if increases are necessary they will be made prior to the September term.

Bills for term-time care will be sent out prior to the beginning of each term and can be paid termly or half termly. Payment needs to be made in the first week of each term or half-term. Reminders will be sent out at the end of the 2<sup>nd</sup> week of each half term if payment is late, prompt payment is necessary to ensure efficient running of the pre-school.

Bills for half-term care will be sent out 2 weeks prior to the start of each half-term, with the confirmation of sessions. Payment needs to be made in the first week of each half-term and once paid sessions cannot be refunded (see cancellation section).

Holiday club bills will be sent out with the booking confirmation and payment will be needed to secure the places.

Payment can be made by cheque or cash. We also accept payment by standing order (monthly or half-termly) or via tax efficient childcare vouchers (normally run through employers).

### **Session Cancellation**

If you wish to cancel a session for a full term or half term we will need notice in writing, one calendar month prior to the start of the term or half term, via letter or email to [liz.taylor@theholliespreschool.co.uk](mailto:liz.taylor@theholliespreschool.co.uk).

If notice is not received in this timeframe the parent will be invoiced for 50% of the cancelled sessions for the half term, unless the session can be reallocated to someone on the waiting list.

If cancellation occurs for the first term booked the £25 deposit will not be refunded but the child will remain registered and the deposit will be kept if the parent wishes to book future sessions.

Sessions for a full term or half term or holiday club can be changed or added, if spaces are available, again Liz needs to be notified in writing, in advance as early as possible.

We cannot refund the cost of any session (term time or half-term contract) due to absence through illness, hospital appointments, holiday or school visits. If you can not attend a session in a particular week, due to personal circumstances or an emergency then a session can be swapped, at no extra charge. This change of session will be done if spaces are available and if the swap occurs within the same week. Notice must be given by the Friday of the week before, to Liz Taylor via letter or email.

### **Late Collection**

If a child is not collected from an afterschool session, there will be a £5 surcharge per 15 minutes.

***Please keep this policy for future reference, it will be referenced in the Agreement Form.***