

## BOOKING & PAYMENT POLICY



### Booking

As set by the Care Inspectorate we are registered to take 62 children at any one time. The number of places is set according to accommodation available, the age of the children and the required staffing ratios.

To ensure quality and fairness of all bookings the following procedure will be adhered to:

Children wishing to attend the club must have a **completed booking form handed in before the start of each month**. If not, this may result in your child not getting a place. You can only book your child in if payment is made, i.e. if you pay weekly you can only book in for the week you have paid.

Allocation of space is based on the following criteria:

- Priority given on a first come first served basis
- Working parents
- Those returning to work or further education
- Referrals from Social Work / Health Visitors.

If a child has been booked in for the club and is unable to attend or will not be attending, contact with the centre in advance needs to be made to let us know by texting the OOSC cancellation number on 07340 641537.

You will **not** be able to book children in **over the phone**, unless under the discretion of management.

If a child who is booked into the club does not attend for whatever the reason, then the fees still have to be paid. However, if **notice is given 48hours before**, as stated in the cancellation policy the booking can be transferred to another date within a three month period. Refunds will only be given at the centres discretion.

If a child is to be permanently withdrawn from the Club a minimum of two weeks notice in writing must be given.

### **Payment**

**Payment for bookings is to be made in advance at the time of the booking.**  
You can only book in what you pay for in advance.

The following are accepted as methods of payment:

- **Credit/Debit Cards**
- **Childcare vouchers** (*proof of being registered with a voucher provider must be shown initially and be paid within 7 days of booking, or your place will be lost*)
- **Cheque**
- **Cash**