

Highfield After School Club

Admissions and Fees

The manager will always strive to provide places but there may be times when the club is full and the club then operates a waiting list system.

Registration

When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Welcome Pack to confirm their child's place. At this time a non-refundable registration fee will be required, the amount of this will be communicated at the time of booking. If a child stops attending the club for more than 3 terms and they wish to attend the club again they will be required to re-register.

It is vital that parents and carers notify the club about the places needed in advance. Children who have not been booked in will not be able to attend the club and will remain in the care of the school.

BOOKING PROCEDURE

The club requires bookings to be completed in advance of a child's attendance at the club. Parents can request additional sessions during the term and the manager will endeavour to accommodate these requests, where this is not possible, the parent/carer will be informed within 24 hours of their request being received. Requests for changes and additional bookings will always need to be given in writing. The manager will review the places available prior to the start of each term. In order to allow the maximum number of children/families to make use of the club, parents/carers may be required to change or reduce the days their child attends. The manager will consult parents on any changes and offer alternative days, when this is not possible the manager reserves the right to amend a child's booked sessions, giving at least 1 months notice of any changes.

Fees

The clubs fee structure is as follows-

Session times will be communicated to parents at the time of booking and will be reviewed regularly in light of demand. The cost of sessions will be communicated to parents/carers at the time of registration and any changes to this will be communicated not less than 1 month before the changes come into force.

The club will contact parents when fees are due to be paid, parents/carers will be expected to pay in advance the fees for each full term. Parents/carers can if they prefer send 2 cheques, 1 for each half term and the cheques will be presented prior to the start of each half term. When a child has a place funded by a third party, the parent/carer will be responsible for paying any outstanding balance on their account with the club.

When a child is absent for a booked session, the full fee for the session will still be charged. The club is unable to offer credits or refunds for sessions not used.

There is a late collection fee of £5.00 for each additional 15 minutes or part of each additional 15 minutes.

The level of fees will be set by the school and reviewed annually in the light of the Club's financial position. The Club will be sympathetic to requests for alternative payment plans. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager/ Registered person at the earliest possible opportunity.

Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club.

A child will not be able to attend the club while there are outstanding fees.

Waiting List

To ensure that admissions to the Club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the Club in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. The Club will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Club.
- When a vacancy at the Club becomes available, the Manager will contact the parent/carer highest up on the waiting list.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted