



## Admissions and Fees Policy

Dawn until Dusk Limited is registered with Ofsted, to care for children between the ages of birth and 12 years. In our Before and Afterschool settings, we primarily serve the children of the school, previous students or siblings. Holiday clubs are open to anyone registered with Dawn Until Dusk Ltd.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established to support the sustainability of business, with the following order of priority:

1. Those requiring the greatest number of sessions/hours per week
2. Siblings of children already attending the club
3. Occasional / One-off ('Ad hoc') bookings
4. Children who attend middle school

### Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant club information which is also available on our website; including:

- Information regarding availability of places
- Details of the Admissions and Fees policy
- Registration form, medical form, parent contract, booking form, permissions form
- Behaviour Management policy
- Club Handbook

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the club as soon as the completed forms are received.

If no places are available the parent 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

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and permission forms, before their children can attend the club.

- **Permanent / Regular bookings:**  
Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, 4 weeks' notice in writing (text/email/letter) is required. If the requisite notice is not received, the booking will still be charged for. If a set booking pattern is in place for you until further notice or until a pre-specified end date, this is deemed to be a Permanent / Regular booking.

- **Occasional / One-off ('ad hoc') bookings:**

We will accept Occasional / One-off ('ad hoc') bookings as long as there are places available. If an ad hoc place has been booked and is no longer required, the club must be given 48 hours written notice (text/email/letter). If the requisite notice is not received, the booking will still be charged for.

### **Holiday Club**

Bookings will only be accepted with a completed booking form. Once booking form has been received any cancellations will still be charged. Refunds/credits cannot be given for cancelled sessions.

If you wish to book your child for a session following a school run club, we will be happy to do this. However it is our policy to charge from the end of the school day.

The club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept childcare vouchers.

- Fees are to be paid on the 15<sup>th</sup> of the invoiced month
- Fees can be paid by cheque (£1 charge), electronic bank transfer, cash, Paypal (3.4% charge plus 20p), debit/credit card (3.4% charge plus 20p) or childcare vouchers. There is a charge of £20 for collections after 6pm
- A further £20 is payable for every 15 minutes thereafter, which will be added to the next invoice
- The club charges an annual registration/membership fee of £5 per child at the start of each academic year in September. You will also pay this fee on initial registration
- Fees are charged for booked sessions whether the child attends or not
- A £2 fee will be applied to your account, at the manager's discretion, if an absence is not communicated to us
- We offer a discount for siblings who are booked in with us full-time, before and after school until 6pm at least 4 days per week on a Permanent / Regular basis. The first sibling would receive a 5% discount, the second sibling would receive a 10% discount and a third sibling would receive a 15% discount. Any subsequent siblings would receive the maximum discount of 15% each.
- Holiday Club discount is offered for children attending 4 full day sessions (8am-6pm) in a week.

### **School Closures**

If the School is unexpected closed for the day, then you will not be charged for any sessions booked on this day.

### **Collections**

Children will be collected from their classrooms as soon as reasonably practicable at the end of the school day.

### **Payment of fees**

Fees are reviewed annually by the registered person. The club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place and will seek legal advice to recover the amount owed.