



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 After-school 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. Preschool children attending the school nursery
4. Occasional / One-off ('Ad hoc') bookings
5. Children who attend middle school *priority will be given to pupils of the lower school first, should we have available spaces we will then offer to middle school children who have previously attended the club.

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 (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.

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.

Holiday Club

Bookings will only be accepted with a completed booking form. Once the booking form has been received and sessions required have been confirmed by our head office any cancellations will still be charged. We reserve the right to request part or full payment upfront for anyone wishing to book into our holiday club. Refunds/credits cannot be given for cancelled sessions.

School Closures

If the before and after-school club setting is unexpectedly closed for the day, then you will not be charged for any sessions booked on this day. This includes closure due to pandemic. If the setting remains open you will be charged for any sessions which are booked and not cancelled within the stated timescales previously mentioned.

Collections

Children will be collected from their classrooms if the club is situated outside of the school building or if the children attending are in preschool/reception years as soon as reasonably practicable at the end of the school day.

Deposits

For new registrations we reserve the right to request a deposit before accepting any bookings. This deposit would equate to 50% of one month's bookings for regular bookings or 50% of the total bookings made if they are for a set period of time. This deposit would be held on a separate account until the bookings came to an end. At which point, the deposit would be used to pay the final's month's invoice or returned if there was a credit balance on the account. If any money was left owing, this deposit would be used to repay, part or all of it.

Payment of fees

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

We recognise that childcare can be costly, so we encourage eligible parents or carers to claim any tax credits they may be eligible for. We are also registered to accept childcare vouchers and tax free childcare payments.

- Fees are to be paid on the 15th of the invoiced month.
- A late payment fee of £25 will be added to the invoice if full payment is not received by the 15th of the month.
- Fees can be paid by cheque (£1 charge), electronic bank transfer, cash, Paypal, tax-free childcare or childcare vouchers.
- If you are late to collect your child you will be charged for the next session also.
- 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 Pre-School charges an initial registration fee of £25 per child. After this a £5 per child registration fee will be charged annually at the start of each academic year in September.
- 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 or a child arrives at the club when they have not been booked in.
- If an outstanding balance is left on an account Dawn Until Dusk will issue a final demand and if payment is not received by the due date, contact details will be passed onto Bright Future Solutions Ltd, who will pursue the debt on behalf of Dawn Until Dusk. Please note this is deemed a legitimate interest under GDPR for your details to be passed across.
- 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 for siblings (as above) is offered for all holiday club bookings.

If fees are not paid on time, we will contact the parents or carers to request payment and discuss payment options. Our payment deadline is the 15th of the month, if the full balance has not been cleared by the 15th of the next month, the child/children's places will be suspended with immediate effect.

We will always try and work with our families who are experiencing financial difficulties, however for those families who do not make contact with us to arrange a payment plan, we will have to take this action. Ultimately, we will seek legal advice on recovery of the debt. Unpaid accounts will be passed to

our debt collectors. Those families who currently have a payment plan in place will only face suspension if the plan is not adhered to without prior agreement.

Dawn Until Dusk Limited ensures any personal data collected will be retained securely for as long as necessary and only used for legitimate childcare related activities to facilitate the delivery of childcare services, or for the purpose of preventing and/or detecting fraud and/or crime, in accordance with the General Data Protection Regulation (GDPR) 2018.

Dawn Until Dusk Limited's Data Protection Policy is available from the website at www.kidsdawntildusk.co.uk.

or by writing to the Office Manager at info@kidsdawntildusk.co.uk

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