



www.burghclerepreschool.co.uk

Burghclere Pre-School & Toddler Group

Portal Hall
Church Lane, Burghclere
Newbury
Berkshire. RG20 9HX

TERMS AND CONDITIONS

1. CANCELLATION POLICY Because our aim is to always have space available for parents that book in before the start of a Term so that parents have faith in childcare always being available, we will look at the number of bookings at the beginning of the coming Term and staff accordingly, rather than setting a maximum number of places based on a fixed number of staff. For this reason, we do not Refund or Swap any Bookings made for the current Term once it has begun. You can however Cancel or Amend any Bookings made for any future dates beyond the current Term, free of charge, up until the first day of the Term the Booking relates too. We charge for all bookings irrelevant of your child attending as the space has been taken up by your booking.

FEES ARE TO BE CHARGED AT THE END OF EACH HALF TERM AND MUST BE PAID BEFORE THE START DATE TO THE NEXT HALF TERM. WE RESERVE THE RIGHT TO REFUSE YOUR CHILD TO THE CLUB WITHOUT PAYMENT MADE ON TIME.

I.E JANUARY 2019 WILL BE INVOICED IN DECEMBER AND NEEDS TO BE PAID BEFORE THE 8TH JANUARY 2019.

ANY LATE FEES WILL INCUR A CHARGE OF £5.00 PER DAY.

2. YOU MUST inform us by 12.00 noon by emailing admin@burghclerepreschool.org.uk or by calling 07749 316968 if your child will not be attending THAT day. Failure to do this MAY see a £5 charge added and may result in the withdrawal of our services to you.

3. ADHOC Sessions- We require notice by 10am on the day should you require your child to attend the after school club that day. Email admin@burghclerepreschool.org.uk Or call on 07749 316968. We reserve the right to refuse you child without the correct notice. This is to ensure staff ratios are in place.

Hayley Lynch – Burghclere Pre-School Manager admin@burghclerepreschool.org.uk

07749 316968

Ofsted Number: 110412 | Registered Charity Number: 1043996



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4. Any child not collected by the end of the Club at p.m. will incur a late collection fee of **£10 for the 1st 10 minutes then £15 for each 10 minutes** or part of thereafter. REPEATED lateness may see us withdraw our services to you.
5. Children **MUST** be collected no later than the finish time of the session booked otherwise the session will be extended to a later session and the difference billed at the standard rate. For children arriving more than 5 minutes earlier than their booked time the session booked will change to incorporate the earlier start time, which will be billed at the standard rate.
6. We reserve the right to withdraw our service and cancel or not accept bookings should an account be overdue, or, if the Clubs Staff Experience poor behaviour from any child/parent/carer.
7. Should we be unable to provide a Club for circumstances outside of our control, such as closure of the premises due to bad weather, a power cut or restricted access to the site, **then fees for that session are still payable**. We will however always try and find suitable alternative accommodation if possible.
8. Submitting a Booking Form does not guarantee a place. In the unlikely event that we cannot offer you your required session we will contact you as soon as possible. Should you not be given a space and payment has already been sent then a credit will be placed on your account for future use.
9. Should an INSET day be announced for a date that you have booked and paid for, your account will be credited for the unused session.
10. Should payment not be made and we have to claim payment through debt collection or other legal routes we will add the costs in doing so to the amount sought.
11. Childcare Vouchers may take 5 days to reach us and in the meantime you may receive an invoice reminder showing as unpaid. If you have paid by Childcare vouchers please ignore the invoice reminder.

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12. All booking will be accepted in line with our policies and procedures, a copy of which can be found on our website.
13. We will only let children go home on their own if in Year 6 otherwise your child will always need to be signed out. Before we can let a child in Year 6 go home alone we must first have a letter from you stating they can be let home on their own and this must be the original signed copy. Please contact us to discuss.
14. If a child is being released to anyone under the age of 18 we must have written authorisation to do so and this must be the original copy.
15. If your child is coming from another Club please specify which Club on the Booking form.
16. If coming to us later from ANY other Club, you will need to liaise directly with them to ensure your child is brought to Burghclere after school club as WE DO NOT TAKE ANY RESPONSIBILITY FOR A CHILD UNTIL THEY ARRIVE AT OUR CLUB.
17. It is your responsibility for keeping contact details up to date with the Club by emailing us or filling in a new registration form.
18. When filling in all booking forms the person submitting this form is liable for all costs incurred.
20. Please note we reserve the right to not accept a child if we have had no booking for them and cannot accept a child that is not registered with us or who has not completed the medication forms. The primary school has agreed for us to have access to the children's medication they have, you must complete and return to us a hard copy of the Administering Medicine Form along with any care plan that your child might have. This can be found on our website under After school club.

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These Terms and Conditions of booking apply to all bookings made, irrespective of the method used to book.

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