

Deganwy Out of School Club

FEE POLICY

The objective of this policy is to:-

- Set out clearly for parents, staff and committee members when and how payment of fees is expected
- Secure prompt payment
- Minimise bad debt
- Safeguard the Club and its sustainability

The Importance of Prompt Payment

Deganwy Out of School Club is a registered Charity and aims to keep fees as affordable as possible whilst providing a high-quality provision. Late payment of fees has a huge impact on the sustainability of the club. When non-payments accrue, either from one family or from several, it can even result in the future of the club becoming uncertain and being unable to meet other financial commitments leading to closure.

Payment of fees

The current fees for attending Deganwy Out of School Club are as follows:

After School Club session - £12.50 (3.00/3.30-6.00pm)

Holiday Club - £27.50 (8.30am-5.30pm)

The club will provide parents / carers with a text showing fees due on a weekly basis.

Fees must be paid weekly by the end of each week to guarantee a place for the following week or by paying monthly at the start of each month. (Monthly by arrangement with the manager).

Fees should be paid by bank transfer to the account detailed below:

Account Name: Deganwy Out of School Club

Account Number: 61546031

Account Sort Code: 40-30-07

If you are paying by Childcare Vouchers please authorise payment promptly to meet this deadline.

It is also expected that all fees are paid in full by the end of the academic year (August) to guarantee a place when your child returns to school in September.

Deganwy Out of School Club Limited is a not for profit company, however, if the Club's income does not meet its expenditure, fees (with prior notification to parents) may be subject to increase within the school year.

Please note we do not accept cash or cheques.

If you are unable to make a payment, please contact the Manager as soon as possible to discuss the matter.

Changes to fees

The Club will notify parents of any changes to fees at least one month before they are implemented. Fees may be increased periodically as deemed necessary to cover costs.

Additional Days

The club understands that sometimes childcare is required at late notice. The club asks that in cases of last minute bookings, all requests should be made via the club telephone, text or in person and **not** through email/ Facebook, and that parents wait to receive confirmation that a place is available before sending their child to club. Parents will also need to inform school of any extra sessions. Additional sessions should be paid for as soon as possible.

Persistent Non-Payment of Fees / Fees not paid on time

In the event of a persistent non-payment of fees or fees that are not paid on time (beginning of each week / month), the club reserves the right to exclude families from future use where necessary to enable the setting to be sustainable.

Late collection

Parents/carers must collect their child by 6pm After School Club and 5.30pm for Holiday Club. In situations where children are not collected by this time, parents/carers must contact the club as soon as possible. If a parent is late in collecting their child a late fee will be charged (£10 for **every** 15 minutes (or part thereof) you are late). If a parent is late to collect their child and does not contact the club, the Manager will use the contact number/s provided to try and get in touch with the parent. In the event of no contact being made after 45 minutes, the Manager will contact the Duty Officer at Social Services to advise them of the situation and take their advice on further action (please see our Arrival and Collection Policy).

Sickness/Non-Attendance

Parents must notify the Club as soon as possible regarding non-attendance of their child due to sickness or for any other reason. Fees will still be charged to enable the club to remain sustainable. Parents must inform the Club not just the school.

Cancellations

After School Club day/s: **Once a regular booking has been made, one months' notice is required to cancel your child's place. Full fees will be charged for this notice period whether the child continues to attend or not.**

Holiday Club Bookings: once you have booked sessions for the holidays/Teacher Training days, full fees must be paid even if the child does not attend for any reason or you change your mind.

One Off / Extra days in both Holiday Club or After School Club: once you have made a booking, full fees must be paid even if the child does not attend for any reason or if you change your mind.

Holidays

If parents wish to take their child out of the Club in term time to go on holiday, fees will still be charged to enable the Club to remain sustainable and to retain the child's place.

Club closure

If the Club is unable to open due to adverse weather conditions or other circumstances, parents will be informed as soon as is reasonably possible, and no payment for the day in question will be required.

Ending of contract

If parents/carers wish to end their contract with the club, a **month's notice** must be given from the date the club is told. If parents/carers wish to remove their child immediately without notice, payment will still be required for the days that would have been used within the month. A month's notice may be given by either party.