

WOOLENWICK BLAST CLUB **ADMISSION AND FEES POLICY**

Our Cub is committed to providing a fair and open admission system that offers a competitively priced and good value service. We encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Tax Free Credits and those who are entitled to childcare vouchers from their employer.

Admissions

When a parent/carer contacts the Club enquiring about a place for their child (if space available), they will be given/sent a brochure detailing all the relevant information about the Club including a Registration Form and Terms and conditions that need to be completed before their child can start attending.

A member of staff is available on the children's pre-visit day for familiarisation and to answer questions and complete forms.

Once all forms have been completed the child can start attending (if space available). At this stage, the provisions of the settling in policy will come into operation.

If a place is not available at that time, their child will be placed on a waiting list and the following procedures will apply:

- Admissions to the Club are offered on a fair and transparent basis;
- Details of your request will be added to the waiting list;
- The waiting list operates 'siblings first' then on a 'first come first serve' basis;
- When a place becomes available a Senior Member will contact the parent/carer;
- If place is no longer needed, the next parent/carer on the list will be contacted.

Fees

The Club understands that the cost of childcare may seem expensive to parent/carers. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standard and sustainability of the Club, it must ask that parent/carers respects its policy in respect of fees.

- The level of fees will be reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant;
- Payment of fees is made monthly upon receipt of an invoice;
- There will be no refund given for any cancellations even short-term sickness. In the case of long-term sickness there will be no refund for the first 4 days but any days after this will receive a refund. This is because staffing, shopping and planning is carried out at least a week in advance.
- The Club will be sympathetic to requests for daily/weekly payment. Parent/carers wishing to negotiate this or any other alteration to the standard fee policy should arrange a meeting with the Manager at the earliest possible opportunity;

Debt Recovery System

Any queries/difficulties regarding payment should firstly be made to the Manager, Jacky Baynham. Parent/carers are strongly advised to arrange a meeting at the earliest possible opportunity to avoid jeopardising their child's place at the Club if they have a problem with making a payment. If fees are not paid on time, then our debt recovery system will come into force. This is:

- If your payment is late you will receive an arrears letter giving you 7 days to pay;
- If payment has still not been made after those 7 days then a second letter is given;
- If payment/contact has still not been made after 7 days then this matter will be handed over to the school and their debt recovery policy/procedure will come into force. Your child may be suspended temporarily from the club and not able to return until the matter has been resolved.

Signed by:.....

CLUB MANAGER