

Booking Policy

This policy sets out how we will manage bookings and our payment terms and applies to all bookings for sessions on or after 1 September 2024

1. Policy Aims

Through the implementation of this policy Ecclesall Kids Club (the Club) aims to:

- Offer consistency of care to children
- Offer flexibility to families, parents/carers.
- Maintain affordable charges whilst ensuring the Club remains financially sustainable.
- Be fair and transparent in how we allocate places at the Club.

2. General

The Club provides before and after school care for children attending Ecclesall Primary School. The Club offers the following sessions:

- Breakfast club (07:40-08:45) every school day
- After school club (15:15-18:00) every school day, and
- Holiday club sessions as advertised.

The Club does not provide childcare for preschool age children.

Any reference to 'parent(s)' in the policy also applies to 'carer(s)', 'guardian(s)' etc.

3. Booking a club place

All bookings are self-service and must be made using our online booking service MagicBooking which is provided by our supplier MyPlayService Ltd. MagicBooking can be accessed at <https://ecclesallkidsclub.magicbooking.co.uk>.

When registering on magicbooking parents are agreeing to adhere to the Clubs policies. Parents agree to accept the Club 'Terms and Conditions' every time that they make a booking.

a) Breakfast and Afterschool Club – general

All bookings must be made in advance at least 24 hours before the session start.

Parents will receive a booking confirmation and invoice when their booking has been accepted. It is the parent's responsibility to check the invoice to ensure that

all the sessions they requested are available and have been booked and approved as it may not be possible to rectify any mistakes or omissions later.

If the required booking pattern / sessions are not available when a parent tries to book, they should email the Club stating what sessions are required and if appropriate they will be offered a place or placed on an existing waiting list.

If parents are wanting to make a 'late booking', less than 24 hours before the session starts, they should contact us by email at ecclesallkids@gmail.com to request a place. As staffing has been set by that time late bookings cannot be guaranteed.

Parents must not send a child to Club unless they have received confirmation that a place is available, and their booking has been accepted / approved. Parents should ensure that any child attending Breakfast Club is registered by a staff member before leaving the premises.

b) Booking for the New Academic Year

Our 'Booking Year' is the academic year i.e. September to July.

i) Existing users

Bookings for the new academic year will generally open in late February/early March for existing users of the Club. Users will be notified at least 7 days in advance of dates and arrangements for booking.

There are no guaranteed places and bookings will be accepted on a 'first come, first served' basis, except where a waiting list is in operation (see 'Managing demand')

Sessions must be rebooked each booking year as places are not automatically carried forward from one booking year to the next. It is the parent's responsibility to ensure that they book the sessions they require for the full year, as places may not be available if a parent books later in the booking period or only books term by term.

Parents can book either.

- a repeating pattern of attendance e.g. every Monday and Wednesday for the whole of the booking period, or
- any pattern of individual sessions.

Due to the volume of bookings at 'go-live' all bookings will be taken 'subject to approval'. 'Subject to approval' means that any booking made is simply an expression of interest in a place and only when the booking has been 'approved' by the Club is/are the place(s) confirmed.

Once bookings have opened for the new academic year parents will be able to make additional and ad hoc bookings at any stage, subject to availability.

Existing users will be notified in advance of when bookings for new reception children will open.

ii) new users / reception starters

Bookings for new users and new reception children will not be accepted until bookings for existing users have been completed and school places have been announced. A pre-determined 'go-live' date for new users / reception will be announced, this will normally be directly after the Easter Holidays (or whenever school places are announced).

Parents must have a confirmed offer of a place at Ecclesall Primary School for their child before a booking will be accepted.

All bookings will be 'subject to approval'.

Priority will be given to those children with a sibling already attending the same session(s) at Club (see 'Managing Demand'). Any remaining places will then be allocated on a 'first come, first served'.

Where insufficient places exist to meet demand children will be offered the opportunity to be placed on a waiting list (see 'Managing Demand')

c) Holiday Club

The planned dates for holiday club sessions are published on our website at the start of the academic year.

Holiday Club is open to children attending Ecclesall Primary School and other local schools. However, only children who are currently attending primary school can attend as we are not insured or Ofsted registered to take preschool age children.

Parents who are registered with us will be notified at least 7 days in advance of when bookings will open.

All holiday club bookings are 'subject to approval' and must be made using magicbooking.

Places will be allocated on a 'first come, first served' basis with priority initially being given to EPS children who regularly attend breakfast and afterschool club sessions.

Bookings from other EPS children and those from other schools will be considered from a later date, usually 7 days after bookings open and bookings from non-regular users will not be accepted later than 10 days before Holiday Club starts.

Payment for Holiday Club is due at the time of booking if paying by card or within 7 days of booking if paying by childcare voucher / tax-free childcare. All payments must be received at least 7 days before the start of Holiday Club.

In the case of non-regular / non-EPS bookings, if payment is not received at least 7 days prior to the start of Holiday Club, bookings will be cancelled.

d) Booking Errors

The Club and its staff are not responsible for identifying booking errors made by account holders e.g. failing to book, making an incorrect booking, failing to identify that some sessions were not available at the time of booking etc. It is the parent's responsibility to ensure that they have booked the places they need and that these places are available and confirmed.

Where ongoing set booking patterns/ sessions are needed and not booked by the account holder, the club cannot accept responsibility for the loss of ongoing places or be accountable for identifying where the usual booking pattern has not been made. If a set pattern is needed all year, it should be booked for the full academic year as places may not be available later.

4. Managing Demand

The Clubs aims to maximise continuous bookings within each academic year so that we can provide regular childcare to our parents; in doing so we reserve the right to apply flexibility within the booking, approval and waiting list process where we are oversubscribed. This might include but is not limited to declining ad hoc, short term, part year bookings if accepting these would mean a regular place would be lost as we are already oversubscribed. We will always endeavour to support ad hoc or part year bookings wherever we can but these cannot be guaranteed.

Where a parent has a regular booking, this does not carry over between academic years and all parents will need to rebook their places each booking year. Current users will be given priority access to rebook places, but this will be on a first come first served basis.

External factors impact the places we can offer every year e.g. the space we are allowed to rent, our ability to recruit staff, current Ofsted and insurance requirements, therefore unfortunately places cannot be guaranteed from academic year to year.

We do not hold a general waiting list for the Club i.e. for future starters, only where we are over-subscribed at 'go-live' will a waiting list be put in place.

A separate waiting list will be maintained for each Club session and parents can opt to be placed on a waiting list if their booking request can't be met.

Bookings and waiting lists will be prioritised using the following criteria,

Priority 1 – Siblings of children currently booked into the same session/date.

Priority 2 – Children currently regularly attending a different club session.

Priority 3 – Siblings of children currently regularly attending a different club session

Priority 4 – Children not attending a club session.

Where multiple children fall within a category, places will be allocated in the date order of application or if via approvals in the order that they come through from Magic Booking.

The Club reserves the right to close a waiting list at any time i.e. it becomes apparent that places will not become available in a reasonable time scale, changes to available space etc.

Once a waiting list is closed, places that arise due to cancellations will be available for parents to book on-line on a 'first come, first served' basis

Waiting lists will not be carried forward from one academic year to another.

5. Fees and Discounts

a) Cancellations and refunds

i) Breakfast Club & Afterschool Club

Parents are responsible for checking bookings and cancelling any unwanted sessions.

Parents are asked to give as much notice of cancellations as possible so that places can be made available for other children.

If a child will not be attending a future session parents must cancel the session in advance of it starting, regardless of whether they will be charged for the session or not.

Cancellations are self-service, unless cancelling less than 24 hours in advance (see 'on the day cancellations') and can be made via magicbooking up to 24 hours before the session is due to start. Guidance on 'How to cancel a booking' can be found on our website under 'Magicbooking'.

Parents will receive a 'credit' for any session that is cancelled at least 90 full calendar days in advance of the session starting. In exceptional cases parents can request a credit for sessions cancelled with less notice and these will be considered on an individual basis.

If at the time of cancellation, parents haven't paid for the relevant booking in full the 'credit' will simply reduce the outstanding balance on the booking.

If parents have already paid for the relevant booking in full the 'credit' will show as a positive balance on the account which parents can use to offset the cost of another/future booking.

The Club does not allow parents to 'swap' term time sessions. 'Swaps' include from one day/session to another and from one child to another (including a sibling). If a session is no longer required, it should be cancelled, and the alternate session booked.

To discourage the block booking of places by parents/carers who may not need them the Club reserves the right to cancel a booking if repeated cancellations are made. The Club reserves the right not to provide a refund in these circumstances.

ii) Holiday Club

Due to the costs associated with providing these sessions, once a Holiday Club booking has been approved, all sessions must be paid for regardless of whether a child attends or not. No refunds will be given.

We may however allow a swap to an alternative session at the same Holiday Club subject to availability.

If we have already incurred expenditure (for example group tickets or coach travel) we may not be able to refund this cost, even if we are able to offer a swap to another session.

iii) On the day cancellations

If you need to cancel any session on the day (for example if your child is ill) you can do this by phoning or leaving a voice mail on the Club landline before the start of the session (our phone numbers are on our website).

iv) Force Majeure

If the Club is not able to provide a service for reasons that are beyond our control, for example extreme weather or school closure, credits and refunds will not be provided as staff have been contracted and will still need to be paid. If school is closed the club will need to close.

v) Booking errors

The Club and its staff cannot accept responsibility for identifying booking errors made by account holders. If a historical booking error (that is outside our 90-day self-service cancellation/credit window) is identified by an account holder it is unlikely that a credit or refund will be made.

Any appeals regarding credits or refunds for historical account holder errors would need to be considered by the EKC Management Committee.

vi) Refunds

Applications for a refund of any credit on a user's account must be made to ecclesallkids@gmail.com.

Refunds will be made if there is no outstanding account balance, and the user is unable to use the credit against future bookings i.e. child leaving the school. In all other circumstances requests for refunds will be referred to the Club Business and HR Manager.

Refunds will always be made via the same medium as the original payments was received i.e. childcare voucher and tax-free childcare payments will be refunded to the scheme provider.

b) Fees

Details of the current fee structure are available from the Club website, magicbooking or staff. Fees are subject to regular review by the management committee. Parents/carers will be given at least one month's notice of any change to the fee structure on the club website.

i) Late collection fee

Afterschool Club sessions and Holiday Club (full day and afternoon sessions only) finish at 18:00 and parents/carers must ensure that their child is collected by this time. Children booked into a morning session only at Holiday Club must be collected by 13:00.

The Club will apply a charge of £15.00 per child if a child(ren) is/are collected late.

The Club Manager may cancel this charge in exceptional circumstances please email ecclesallkids+charges@gmail.com to apply for the fee to be cancelled.

If a child is repeatedly collected late the Club reserves the right to cancel the child's place at the Club. The Club reserves the right not to provide a refund in this circumstance.

ii) 'No-show' fee

Cancelling sessions in advance ensures that club registers are correct, and that staff don't spend unnecessary time trying to locate 'missing' children.

The Club may apply a 'no-show' charge of £15.00 to a parents account if a booked child does not attend the Club and the session has not been cancelled either in magicbooking or by phone/text on the day.

The Club Manager may cancel this charge in exceptional circumstances please email ecclesallkids+charges@gmail.com to apply for the fee to be cancelled.

iii) Sibling Discount (Holiday Club only)

A credit of £5.00 per day will be added to a parents account in respect of any full day Holiday Club booking for a 2nd/3rd etc child, up to a maximum of £20.00 per week.

iv) Full Week Discount (Holiday Club only)

A credit of £20.00 will be added to a parents account in respect of any full week Holiday Club booking. A 'full week' is defined as Monday to Friday of the same week.

A child may only receive one discount for the same period.

6. Payments

a) General

Full payment is due at the time of booking if you are paying by card or within 7 days if paying by childcare voucher/tax-free childcare, unless you are booking sessions more than a month in advance (based on the first session booked). Where bookings are made more than a month in advance full payment becomes due one calendar month before the first session booked.

Parents must indicate how they intend to pay at the time of booking otherwise the booking will be automatically cancelled after 30 minutes. You will receive a system notification if this happens.

Payments can be made by:

- childcare voucher / tax free childcare scheme (CCV / TFC) payment plan
- credit / debit card,
- credit / debit card payment plan.

Payment by cash, cheque or bank transfer will not be accepted.

In the case of Holiday Club bookings payment must be made by the specified date for non-EPS /non-regular EPS users and prior to the start of Holiday Club for regular Kids Club users.

b) Payment Plans (Breakfast and Afterschool Club bookings only)

Full payment is due at the time of booking, however monthly payment plan options are available,

- if the booking spans more than 34 days, and
- the cost of the booking warrants the use of monthly payments. This is calculated by a system algorithm.

If a payment plan is applicable the option will be offered at the time the booking is made.

A payment plan can be paid by childcare voucher, tax-free childcare or credit/debit card.

The first instalment of any payment plan is due one month before the first session booked and the final payment is due in the month before the last session booked. Monthly instalments are simply the total cost of the booking divided by the number of months available.

For example, A weekly afterschool club session is booked from the 3rd of

September through to the following July and the total cost of the booking is £429.00. The first instalment would be due on the 3rd of August and the final instalment would be due on the 3rd of June (11 months). In this instance the monthly instalments would be £39.00 (£429.00 /11)

Where a booking is made more than a month before the first session booked a **credit/debit card deposit of £10 will be required at the time of booking**. Your booking will be automatically cancelled if the deposit is not made by card payment.

If parents wish to change an existing payment plan, they will need to email us at ecclesallkids@gmail.com

Parents who are concerned about their ability to pay or who want to discuss paying using an alternative method should contact us at ecclesallkids@gmail.com.

C) Non-Payment of Fees

Fees are payable on or before the 'due' date. The due date is either,

- the date of booking (ad hoc bookings)
- a month before the first session booked (if booking in advance) or
- the agreed monthly payment date (specified in your payment plan)

Payments automatically become 'overdue' if they are not received by the 'due' date.

Parents/carers will not be able to book sessions at the Club if their account is 'overdue' by £50.00 or more. A lower overdue limit may be applied at the Club's discretion.

Parents will be contacted initially by email if their account is overdue.

A second email will be issued to parents if payment is still outstanding 10 days after issue of the first reminder.

A third and final letter and email will be issued if an account remains overdue 7 days following the issue receipt of a second reminder. At this point any payment plan is revoked, and the full 'outstanding' balance becomes due.

If payment is not received within 7 days of the final letter / email the parents account will be closed, and all future bookings will be immediately cancelled.

Parents will not be able to re-join the Club until all monies owed are paid and the parent may be required to pay for future sessions in full in advance.

If a parent is experiencing financial difficulties, they should contact the Club Manager to arrange a confidential discussion. The Club Manager will look to agree a mutually agreeable payment plan with parent/carers to enable accounts to be settled. The Club reserves the right to cancel a booking at the club if an account isn't settled as agreed.

7. Magicbooking Records

Parents must ensure that the details on their magic booking account are kept up to date, this includes, but is not restricted to; their contact details, child details including changes or additions to their child's medical information, allergies, emergency contacts etc.

Any changes must be made directly through magicbooking as we are unable to make changes for you. In the case of changes to a child's health / medical condition you should also email us with the details at ecclesallkids@gmail.com

PLEASE REMEMBER THAT THIS IS THE INFORMATION STAFF WILL USE IN AN EMERGENCY.

The Club may refuse to take a booking or cancel a booking if a child's record has not been reviewed for 6 months.

8. Disputes

Disputes in relation to this policy will be managed in-line with the Club's complaints process, which is available to view on the Club website.