



Admissions and Fees Policy

Smiles is registered with Ofsted; We provide care for children between the ages of 3 and 14, primarily serving the children in local Schools.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. Children attending the school in which Smiles is based
4. Children living in the area attending other schools
5. Sibling of children who live in the area attending other schools

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, medical form, parent contract, booking form, photo permission form
- **Behaviour Management** policy
- **Complaints** 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, ie registration, medical, booking and photo permission forms, before their children can attend the club.

- **Permanent place:**

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, one month's notice in writing is required.

- **Temporary booking:**

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

Fee structure

Fees are charged at £3.50 per breakfast club £3.00 per hour after school session. We do also offer a sibling discount.

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept all childcare vouchers.

- Fees are payable monthly in advance
- Fees can be paid by cheque, electronic transfer, cash or direct debit
- There is a charge of £5 per 15 minutes for late collection of children passed closing time of the club which will be added to the next invoice
- The club accepts childcare vouchers
- Fees are charged for booked sessions whether the child attends or not
- We offer sibling discount please refer to the parent hand book for details

Payment of fees

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

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

This policy was adopted by: Smiles Children's Clubs	Date: 09/2018
To be reviewed: 09/2019	Signed <i>Kelly Palfreyman</i>