



**Fees, Cancellation and Sickness
Absence Policy
For Parents and Carers**

CCOOSC understands that the cost of registered child care may seem expensive to a parent. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the club, it must ask that parents respect its policy in respect of fees. Please note that our club is a private business and is not governed by, part of or affiliated with Cowlersley Primary School.

CCOOSC prides itself on providing low cost, non-profit afterschool and holiday childcare and we value our relationship with parents, carers and the local community. The club will be sympathetic towards any parents and carers having difficulty in paying their child's fees, however, we are unable to function effectively without these payments.

Fees

Fees are due by the close of business each week and this applies to all payment methods, including Childcare Vouchers and Bank Transfers. Individual payment arrangements can be negotiated and fees can be paid by standing order, direct debit, cash, cheque or Childcare Vouchers. We recommend using a standing order or a direct debit as the easiest method of payment. Please ask Staff for details of how to set these up if you are unsure.

Cancellation of Sessions

The cancellation of sessions for any reason during term time requires 72hrs notice in order for the full cost of the session to not be charged. Sessions can be cancelled by phone or text message 7 days per week. For example:

- An afterschool session booked for a Monday must be cancelled before 3pm on the Friday before.
- An afterschool session booked for a Wednesday must be cancelled before 3pm on the Sunday before.
- An afterschool session booked for a Friday must be cancelled before 3pm on the Tuesday before.

The cancellation of sessions during the School Holidays must be made not later than 5 days before the Start of the School Holidays. For example:

- If the Christmas Holidays start on Monday 22nd December 2014, any places booked for the duration of the Christmas Holidays must be cancelled before 12noon on Wednesday 17th December 2014.
- If the February Half Term Holiday starts on Monday 16th February 2015, any places booked for the duration of the February Half Term Holiday must be cancelled before 12noon on Wednesday 11th February 2015.

Non-attendance due to late cancellation, holiday, illness or other reasons will be charged for at the full rate.

Sessions cannot be swapped and any extra sessions booked will still be charged for. If your child does not attend school or is sent home from school due to illness, you must inform the club yourself. It is not the responsibility of the school to do so. By signing your child's registration forms you entered into a contract with the Club that you confirms your agreement to abide by our terms and conditions which are legally binding.

Late collection of children and Late/Non-payment of fees procedure:

Late Collection of Children

For Short Stay sessions £5 per child will be charged where a child is collected after 4.15pm. If collection is made within 15minutes of the session end time there will be no more charges added. After 4.30pm the full session fee will be charged per child.

For children attending a Full Session £5per child charge will be made for collections from 6pm onwards and a further charge of £5 per child for every 15 minutes or part of thereafter will be made until the child is collected.

Please note that all children should be off the premises by 6pm, therefore if you have anything you wish to discuss with staff or wish to make a payment please arrive well in advance in order to be off the premises by 6pm. Staff will not take payments after 6pm and late charges will apply if applicable.

Late Payment/Non Payment of Fees

Fees are payable on a weekly basis and are due by the close of business each week and this applies to all payment methods, including Childcare Vouchers and Bank Transfers. Any fees not paid by the close of business in the week that they were accrued will incur a charge of £5 per week/part week until the balance is paid in full. In addition to this and after full consideration, the club may also make the decision to suspend any further care until the debt is reduced or cleared in full.

- After one week of non-payment or late payment, you will receive a verbal reminder of the contract and fees owed including late charges.
- After two weeks of non-payment, we will suspend the childcare place, and children will not be allowed to come into the club until the fees are paid in full. Late Fees will be applied until the balance is paid in full.
- In some cases it may be necessary to reclaim unpaid fees using the court system. All costs incurred in the collection of unpaid fees including administration costs, late fees and costs from using solicitors or debt collection agencies where needed will be recoverable in full. However the club will make every effort to work with families to set up an appropriate repayment plan that suits all parties before using the court system.

Please inform the Manager or Deputy Manager if you are having difficulties in paying your fees. Failure to meet payments will result in late fees being applied and possibly the cancellation of any further sessions booked.