



## Booking and Fees Policy

Families attend a Welcome visit before their child(ren) attend each Club. This gives everyone the opportunity to meet each other and ask questions. The Play Leader will ask the Parent/ Carers to complete a registration form for each child, to include emergency contact details, authorised to collect, medication and allergy information and consent requests.

Once the family is happy to proceed to make a booking they will be asked to complete a booking form which must be signed by hand. The booking form must be returned via email to [YellowBirdsinfo@aol.com](mailto:YellowBirdsinfo@aol.com).

Registration Fee: £20.00 for the first child or £30.00 for a household, this will be included in your first invoice. Registration fee is not refundable. A booking becomes void if your first payment is not paid on or before its due date.

Our fees are inclusive of all term dates (theses differ between each Club; please see your Welcome Pack for more information) and are as follows:

(BC) Breakfast Club

No. days per week	Month*
1	£30.14
2	£60.27
3	£69.14
4	£92.18
5	£115.23

(ASC) After School Club

No. days per week	Month*
1	£49.64
2	£99.27
3	£117.00
4	£156.00
5	£195.00

Payments will be taken by Direct Debit or must be paid using childcare vouchers or a combination of childcare vouchers and a standing order payment (if the value of your childcare voucher does not cover the cost of the whole invoice amount). Responsibility for paying fees remains with the parents or legal carers of each child.

Changing days: Changes that do not reduce the number of sessions booked, swapping days, or changes to increase the number of sessions booked, can be made where available. If you are booking a Monday we will also try and give you a space on another day following a bank holiday (this also applies to the second May bank holiday if it is moved to a Friday). Decreasing the number of sessions booked will be reasonably considered, taking into consideration each circumstance, notice and the amount of reduction.

Late collection: Owing to staffing requirement and resources set by OFSTED, if your child is collected after 6pm there will be a late fee of £10.00 plus £5 for every 15minutes or part thereafter.

Notice Period: Yellow Birds operates a four week notice period however you must request and complete a cancellation request form before your next invoice is sent out; this is so that we can find out the reason for cancelling and give us the opportunity to fill your space. Example – to cancel your booking in February you would need to submit your cancellation request form in January before the February invoice is sent out - your notice period would be four weeks in February. You can cancel immediately if we have breached any of our OFSTED early years welfare requirements [https://www.foundationyears.org.uk/files/2017/03/EYFS\\_STATUTORY\\_FRAMEWORK\\_2017.pdf](https://www.foundationyears.org.uk/files/2017/03/EYFS_STATUTORY_FRAMEWORK_2017.pdf) . We can equally terminate your booking: a) if you have not paid the agreed fees, b) your child's behaviour is unacceptable or endangers the safety and wellbeing of the other children, c) you do not support Yellow Birds to provide adequate care for your child, b) you abuse any of Yellow Birds staff.

Refunds: Yellow Birds do not provide refunds unless we have made a mistake with the invoice amount. All charges still apply if your child is absent or the Club is forced to close permanently due to circumstances beyond our control.

Debts: Invoice reminders will be sent out 5 times. If your invoice remains unpaid your debt will be passed onto Thomas Higgins Limited, Lloyds Chambers, 19-21 Seaview Road, Wallasey, CH45 4TH or another third party debt recovery company and will include the original debt, late payment fine of £10 per week, compensation, interest, courts fee and a fixed fee recovery cost.

\*We would always prefer for all children to attend a Welcome Visit, however we understand that this might not be possible. Nevertheless, if a child will only be attending After School Club they must attend a welcome visit to ensure that the child is familiar with the pay worker collecting them from school and the play worker collects the correct child.