

Booking and Fees Policy – Breakfast and Afterschool Clubs only



All families are invited to attend a welcome visit before their child(ren) attend each Club. This gives everyone the opportunity to meet each other and ask questions. The Club Manager will ask parents/ carers to complete a registration form for each child, this will include emergency contact details, authorised to collect, medication, 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.

Deposit:

- If your start date is deferred for more than one month, you will be sent email to pay a £50 non-refundable holding fee, this will show up on your account as a prepayment.
- You will then be sent an invoice for one month's fee as your deposit (minus your holding fee, where applicable) and a month's fee. Fees are due on the 28th of the month in advance e.g. 28th August for September, 28th September for October. Deposits will be refunded at the end of the academic year or when you give notice.

Fee:

- £20.00 for the first child or £30.00 for a household, this will be included in your first invoice.
- Our fees are inclusive of all Yellow Birds term dates (these differ from those of a child's school and differ between each Club; please see your Welcome Pack for more information) and are as follows:

(BC) Breakfast Club		(ASC) After School Club	
No. days per week	Month*	No. days per week	Month*
1	£30.14	1	£49.64
2	£60.27	2	£99.27
3	£69.14	3	£117.00
4	£92.18	4	£156.00
5	£115.23	5	£195.00

Fees are due on 28th of each month. Payments will be taken by direct debit, 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. There is a 5% additional surcharge for bank transfer owing to the administrative cost.

Changing days: Changes that do not reduce the number of sessions booked, i.e. to swap days or changes to increase the number of sessions booked, can be made where spaces are available. If you are booking a Monday, we will try to 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 requirements – if your child is collected after 6pm there will be a late fee of £10.00 plus £5 for every 15 minutes or part thereof.

Notice Period: Yellow Birds operates a one month's notice period once your child has started to attend**. To give notice please request and complete a cancellation request form; this is so that we can find out the reason for cancelling and to give us the opportunity to fill your space. You can cancel immediately without notice 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. We can equally terminate your booking for any of the following; a) non-payment of the agreed fees, b) child's behaviour is unacceptable or endangers the safety and wellbeing of the other children or staff, c) if Yellow Birds is not supported to provide adequate care for your child, d) abuse any of Yellow Birds staff.

Refunds: Yellow Birds does not provide refunds at any time 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 our debt recovery solicitors 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; this is especially important to ensure that the child is aware of which staff will collect them from school. **A minimum of one month's notice is required. Yellow Birds does not have a cooling off period and a minimum of one month's fees must be paid if your child has started to attend any of our clubs.