

## **Totterdown Children's Community Workshop (TCCW) Terms & Conditions**

### **Bookings**

Afterschool club bookings are rolled over by TCCW Admin on a term by term basis.

Parents are able to make direct bookings in iPAL for adhoc term time bookings and Holiday club. Parents paying by bank transfer will require their payment wallet to be in credit to make these bookings.

### **Non-attendance and Cancellations - After School Club**

If your child is ill or unable to attend a booked session you must notify TCCW by 3pm. This can be via IPAL, email or telephone as there is an answer phone for messages when staff are not in the building. If we do not receive notification you will be charged a Non-Cancellation fee of £5 per child (in addition to the session cost/s). There are no refunds for cancelled sessions.

Should you need to change a day (e.g. if your child is ill), it may be possible to book an alternative day if spaces are available at no additional cost.

### **Non-attendance and Cancellations - Holiday Club**

If you cancel a Holiday Club booking you will not be entitled to a refund unless another family is able to fill your place. The refunded amount will be for the booked date less a £5 administration fee.

If your child is unable to attend a booked Holiday club session, please advise us by 9.30am via iPAL, email or telephone.

### **Notice Period**

If you no longer require an Afterschool place for your child, or wish to reduce the number of sessions, we require 28 day's notice of cancellation. You are not required to give notice for children leaving at the end of Year 6.

For registered members, occasional and one-off bookings are available as long as we have space on the day you are booking

### **Fees**

All fees will be set annually by the Management Committee and will generally take effect from September. Fees may be reviewed more often if necessary.

Changes to fees will be notified to parents at least one month in advance of the change taking place. Afterschool Sessional Fee from 01/09/2020 is £9.75 per child, per session.

Holiday Club Fee from 01/09/2020 is £27.50 per child, per full day.

Membership Fee is £20 per family, per year (due annually in September)

## **Payment**

Payment for Afterschool sessions is due in full by the start of each term.

Payment for Holiday club is due at the time of booking.

Payment may be made by registered voucher schemes made payable to Totterdown Children's Community Workshop (or TCCW) or via bank transfer. All payments must use your child's name as the payment reference to ensure the payment is matched to your account in a timely manner.

## **Late Payment/ Non-Payment of Fees Procedure**

The following procedure for outstanding Afterschool fees will apply.

1. A payment reminder will be issued the day the balance is due
2. If after 7 days the parent/carer still has an outstanding balance, a reminder will be issued.
3. If after 14 days the parent/carer still has an outstanding issue a final reminder will be issued and a £5 administration fee will be added to their account.
4. If after another 7 days the parent/carer still has an outstanding balance and there has been no communication from the parent/carer to explain the circumstances, the child(ren)s place will be suspended and they will no longer be able to use our services.
5. TCCW will continue to collect all unpaid fees from the parent/carer. All costs incurred in the collection of unpaid fees including administration costs and costs from using solicitors or debt collection agencies (where needed) will be recoverable in full.

## **Difficulties making Payment**

If a parent/carer is unable to pay their child(ren)'s fees in a timely fashion they should inform the Coordinator as a matter of urgency. This may be as simple as informing the Coordinator of the date when the fees will be paid (for example, at the end of the month when wages are received, or a voucher scheme makes a regular payment).

In more complex cases, where either a significant sum of money is owed and/or the parent/carer is unable to pay within a short timeframe, the Coordinator and Treasurer will work with the parent/carer to resolve the situation. In the most serious cases, a formal payment schedule may be agreed. The Late Payment/Non Payment procedure (as above) is suspended for a parent/carer who has agreed a payment schedule.

## **Late Collection of Children**

If the person collecting the child is unavoidably delayed, they must inform TCCW by telephone ASAP.

If the child has not been collected by 6.45pm and the parents/carers have not informed the staff of their delay, we will implement our Uncollected Child Procedure, including contacting Social Services and the Police. This incident may then lead to your child being excluded from TCCW.

Late collection of your child(ren) from TCCW will result in the following additional charges being made: £5 per child for collection after 6.05pm. £20 per child for collection after 6.30pm.

## **Sickness**

If your child has suffered from sickness or diarrhoea, they will not be able to attend TCCW; children have to be well for 48 hours before re-attending Workshop.

For other illnesses or infections please refer to the Infectious Diseases information at <http://www.hpa.org.uk/Publications/InfectiousDiseases/InfectionControl/1004GuidanceonInfectionControlinSchoolsandChildCare/>

Please inform us straight away if your child is ill or cannot attend the setting for any other reason.

If your child becomes ill whilst at the setting you will be contacted to collect your child. If you are not available, we will contact those listed under Emergency Contact Numbers on your child's Registration Form.

## **Collection**

Only people authorised by the parents/carers are allowed to collect children, unless we are otherwise informed (please see Registration Form for details). Please tell us of any changes in person preferably and usually in writing. We operate a password system so that only people who know your password may pick up your child. Passing on information through a child will not be accepted.

Identification will be required. The setting will not allow people under the age of 16 to collect children unless parents/carers give prior written permission. We will hold the child until we are sure they are going home with an appropriate adult. The setting will not allow children to walk home to say they have collected the child.