



The club will accept all children between the ages of 4 to 11 (3-11 for Smartkidz @ Ridgefield).

The manager will always strive to provide places but there may be times when places are full, that the club will operate a waiting list.

Registration

When a parent/carer contacts Smartkidz Play and Learn enquiring about a place for their child, they will be sent a Parent handbook.

Within your handbook is a link to our Magic booking page where you register, book days and pay for your bookings. You can also access this via our website.



Booking Places

New parents/carers will only be issued places if a place is available. If not, a waiting list will be used on a first come first served basis. Siblings of children already attending will be given priority.

It is vital that parents and carers notify the club about the places needed in advance. Places will be kept for the next academic year unless we are told in advance that these need cancelling.

Extra day bookings need 24-hour notice where possible however we will always strive to cater for emergency bookings with less than 24 hours' notice.

Staff should only be contacted through Smartkidz phone numbers, Smartkidz email address or Smartkidz Facebook page. Staff should not be contacted through personal contact details such as mobile phone or social media pages.

Waiting list

How our waiting list works:

Our clubs will take up to 30 children, once we reach this amount a waiting list will be put in place, when we reach 35 children (5 more on the waiting list) we will then open up to 45 children, ONCE a new member of staff has been employed.

If a space becomes available, i.e. a child leaves and our numbers drop below 30, the following procedure will take place.

To ensure that admissions to the club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place to the Club in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a basis that children currently attending other days within our out of school clubs will have priority, children not attending other days within our out of school clubs will work on a "first come first serve" basis. The Clubs will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Smartkidz.
- When a vacancy at the Club becomes available, the play leader will contact the parent/carer highest on the waiting list.
- If the parent/carer concerned no longer wished to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Cancellation Notice and Charges:

- Any booked sessions which are not attended are still charged unless 14 days' notice is given.
- Parents must inform us if their children are arriving late at after school club due to attending an extra-curricular club.
- For Breakfast and After School clubs we are not able to swap sessions unless the 14 days' notice is given.
- Holiday booking day swaps can only be made subject to availability and with a minimum of 7 days' notice of the session you want to change. This must be done by email to info@smarkkidzplayandlearn.co.uk and addressed to the relevant Playleader depending on which club your child attends.
- Bookings cancelled during holiday club must be made 2 weeks before the cancellation date. Cancellations made before 2 weeks will still be charged.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving onsite. If you arrive at a site and have not booked your child will not be accepted until a booking is made.

Child Leaving Smartkidz Play and Learn Ltd

There is a 2-week notice period for children leaving the out of school clubs. Fees will still need to be paid for these 2 weeks regardless of the child attending club or not.


Fees

The level of fees will be set by the Registered person and reviewed annually in the light of the club's financial position. The club will be sympathetic to requests for payment structure. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the manager at the earliest possible opportunity.

Invoices for payments are sent out to parents/carers on the last school day of each half term for the upcoming half term and the upcoming holiday club. This excludes summer which will be sent out as a separate invoice on the first day of the summer holiday club.

When booking your days in our out of school clubs you will be charged whether the child attends the club or not as this space has been held for the child.

Payment terms are 14 days from the invoice date. If a parent/carer has used the club's services without payment or their payment has been dishonoured and they have not agreed a payment date or schedule with the club's manager, the following procedure will be followed.

ACTION	TIMING
STEP 1 1 st reminder, write to the parent/carer to ask for payment within 14 days	From 14 days from invoice date.
STEP 2 2 nd reminder write to the parent/carer to ask for the payment within 14 days. Parents/carer will be sent a copy of the payment procedure.	From 14 days from 1 st reminder.
STEP 3 All overdue accounts & unpaid invoices are handled and dealt with by our collections team at Chameleon Collections. From this step, you will receive a administration charge of up to 5% of your invoice.	From 7 days after the 2 nd reminder. 

Methods of Payment

- Credit/Debit cards**
 Credit and debits cards can be used online when booking through MagicBookings.
- Childcare vouchers**
 Parents need to advise the club administrator if they are paying by a voucher system as this will ensure that the above 'non-payment' procedures will not be taken forward due to the time it sometimes takes for the vouchers to be paid.
- Cash, cheques and BACS**
 Cash, cheques and BACS payments are **NOT** accepted.
- Payment plans**
 For bookings of 34 sessions or over a payment plan can be arranged via MagicBookings.

Current fee structure

- **Registration Fee £ 7.50.** This will be added to your first invoice.

- **Daily Breakfast club fee (per child):**
- **Girton: £6.00**
- **Mayfield: £5.50**
- **Haddenham: £5.50**

- **After school club fee:**
- **Girton: £12.50**
- **Haddenham: £11.00**
- **Ridgefield: £13.00**

Holiday club

Setting	Full Day	AM	PM
Girton	£32.00	£18.00	£18.00
Haddenham	£30.00	£17.00	£17.00
Ridgefield	£32.00	£18.00	£18.00

Late booking fee for holiday clubs

It is important that we have bookings in at the earliest opportunity in order to make sure that we have correct staffing, resources, and time to organise children's individual needs where necessary. A late booking fee will come into place and the date of this will be on the booking form for the holiday club.

Discounts

Families with 3 children will get a 10% discount off 3rd child's daily fees.

Families with 4 children will get a 20% discount off 4th child's daily fees.

Late pick up fees

If you pick up your child after the agreed time, you will incur the following late fees per child:

£5 for the first 15 minutes.

Full session price for anything over 15 minutes.

£25 for anything over 30 minutes.

For more information please see "uncollected child policy" for details.

This policy was adopted by: Smartkidz Play and Learn	Date: 1/11/2017 Date reviewed: 20/11/2018 Date reviewed: 16/08/2019. Date reviewed: 14/08/2020 Date reviewed: 25/05/2021 Date reviewed: 10/06/2021
To be reviewed: 10/06/2022	Signed: 