**ACCOUNTS AND FEES**

***Prices***

We will notify you of any changes to prices at least two weeks in advance. Changes to pricing will only be introduced at full term breaks, not mid-term or at half-term and via consultation with the parent community. For latest pricing information ask on-site, by telephone or email.

***Bookings and Cancellations***

It is important that any bookings or cancellations are made with plenty of notice to allow us to maintain safe and legal staff ratios.

A Permanent Booking is a regular booking made in advance whether for every day of the week or one or more days. Permanent Bookings are at a reduced rate of £9.

A Permanent Booking secures the place for your child for the duration (or remainder) of the school year. **You may cancel your booking, without penalty, by giving two** weeks’ notice in writing, otherwise full payment is required.

If you only require care on an ad hoc basis and where space permits, Casual Bookings may be made. Refunds for cancellations of casual bookings when prior notice is given may be granted at the discretion of the owner

**If you require a last-minute booking on the day, please notify us before 11am.** We will do everything possible to accommodate your request but will not be held responsible if we cannot accept your booking. Please call Sue on 07951 540919 if you require a late booking.

**If you know, on the day, that your child will not attend, please notify us before 11am.** You may not be required to pay (at owner’s discretion) and you will avoid us contacting you to determine the whereabouts of your child.

***Sibling Discount***

If you have more than one child booked to attend Kids Club, the second child (and subsequent children) receive a discount. The discount is 10% discount for second child and a 15% discount for the third and subsequent child.

***Payment of Permanent Fees and Casual Fees***

***Method of Payment***

*Once you have booked sessions for your child on Magic booking, you can if you wish, pay straight away.* There is also a facility to ‘Pay Later.’ For longer term bookings, a payment each month as a minimum is required. Sessions may also be booked weekly or daily. Again, a minimum of 1 payment per month to cover all sessions booked in that month is required. The system is designed to suit individual choice.

**Payments can be made:**

**By credit/debit card on Magic Booking**

**By BACS into Kids Club Southport Account (Huwel Ltd, Account number 12686328, Sort Code 01 00 53)**

**By cheque (payable to Huwel Ltd)**

**By cash (to a staff member in the club. Receipts will be given)**

**Sue will record all BACS, cash and cheque payments on Magic Booking and your balance will be adjusted accordingly.**

***Late and non-payment***

We cannot provide a quality service for the parents and children of the school unless we receive payments on time If there are difficulties in meeting payment of fees, please contact the owner so that alternative arrangements can be negotiated. We prefer a friendly settlement to alternative courses of action. For longer term bookings, a payment is required at least monthly to cover sessions attended in that month. The owner reserves the right to suspend or terminate places should payment not be received in any month and the parent has not been in touch to explain why or has made no effort to set up a plan for payment with Sue.

***Account Queries***

**Any queries regarding your account or payment of fees must be made to Sue at Kids Club and not the school.**

Refunds may be given for absences where prior notice has been given and at the discretion of the owner.

***Childcare Vouchers***

We do accept childcare vouchers. Please notify Sue if you are in receipt of vouchers so that Kids Club Southport can register with the appropriate agency.

***Payment Disputes***

Should there be a dispute over payments received or not received, Kids Club Southport will provide statements/receipts to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated place. Where this cannot be provided the parent will be required to complete payment to Kids Club Southport.

**Policies & Procedures**

If you would like to read the full version of the club’s policies and procedures, including the club’s Privacy of Data Policy, this can be arranged on request via Sue.