

Fees and Payments policy

We aim to provide a service that offers value for money while ensuring the club is sustainable. Fees are due in advance for each child's attendance at Breakfast Club, After School Club and Holiday Club, for regular bookings and ad hoc sessions.

Fees

Fees for club sessions are set annually and reviewed periodically by the Proprietor. A list of current fees is available in club and available online at www.knutzclub.co.uk. Fees are subject to change. Payment of fees is due in advance of children attending any session at Knutz Out of School Club.

Fees are charged per half term in advance. Invoices will be created for regular bookings and need to be paid by the due date on the invoice*. **Payment is due at time of booking for Ad Hoc sessions and for Holiday Club bookings.** A Sales Receipt may be issued after payment for these.

A schedule of fees and payments due for the family for the school year can be provided, if requested, to help families manage their payments.

Payment methods

Payment is preferred directly to our bank account by bank transfer, childcare vouchers or tax-free childcare account. Cheque and cash payments are not currently accepted.

*It may be possible to divide the cost of annual fees for regular bookings into monthly payments from September to June. This is only available for regular direct payments into our bank account. If payments are not received on time the option for monthly payments will be withdrawn. If the booking changes, the amount of the monthly payments will be adjusted for the remaining months. If the child leaves club before the end of the school year, the balance of fees to the end of the notice period must be paid in full, without delay. Likewise, any advance payment beyond the notice period would be refunded as soon as possible to the account from which the fees were paid. Speak to Lesley if you wish to arrange to pay monthly.

Responsibility for payment

The responsibility for payment of fees, charges and penalties lies at all times with the person who enrolled the child in club and made the booking. Fees for a child's attendance at club are still due if for any reason an invoice has not been received.

Late payment

A place at club is conditional upon payment of fees in advance so if payment is not received on time, we may suspend or withdraw your child's place at club. Knutz Out of School Club reserves the right to introduce penalty charges in cases of repeated late payments. If there are any reasons why parents or guardians are unable to pay promptly for their child's attendance at club, they must bring these reasons to the attention of Lesley Berry at the earliest opportunity so

Charges for late collection of a child from After School Club or Holiday Club

There are charges for late collection of a child from After School Club and from Holiday Club. The charges in force are available in club and online at www.knutzclub.co.uk. How charges for late collection are calculated is detailed in our **Late and Uncollected Child** policy. There may be additional costs, for example, staff who remain with the child have the right to be paid for their time and the club may be charged for additional caretaking or room hire. Such costs may reasonably be passed on.

Cancellations

For cancellations of regular bookings, notice of four weeks is required if you wish to cancel some or all of your child's sessions at Breakfast or After School Club. Payment will be required in lieu of

Knutz Out of School Club - Fees and Payments Policy

notice. Advance payment for sessions after the notice period would be refunded. If a refund is agreed, we will return funds to the account from which the fees were paid.

Ad hoc bookings may be cancelled up to 12:00 the previous working day by text or email.

Holiday Club bookings may be cancelled up to two full weeks before that Holiday Club starts.

Refunds for Ad Hoc or Holiday Club bookings cancelled after the deadline will be at the discretion of the proprietor and may not be offered.

Absence from booked sessions

If the club is open, fees are due for booked sessions whether or not the child attends.

Unexpected Closure

In some circumstances, Knutz Out of School Club may be forced to close unexpectedly at short notice. In such cases we would continue to do our best to care for children until their parents arrive.

Some examples of reasons that we may be unable to open or have to close:

- Closure of the school
 - Emergency evacuation from the school
 - Lack of electricity, mains water or heating at the premises
 - Staff shortages – making us unable to mind children safely
 - Outbreak of infectious illness
- If the Club is closed due to closure of Knutsford Primary Academy, no refunds will be made.
 - If the Club is closed for any other reason, reimbursement will be at the discretion of the proprietor.
 - In the event that you are unable to collect your children, or if we are unable to reach you to notify you of the closure, then no refund will be made.

Policy adopted by	Knutz Out of School Club
Last update	20 July 2022
Due for review	July 2024

Signed: 
Owner/Manager

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021):
Safeguarding and Welfare Requirements: Information and records [3.69]