

Fees, Payments, Cancellations and Refunds policy

We aim to provide a service that offers value for money while ensuring the club is sustainable. Payment is due in advance for each child's attendance at club sessions.

The club recognises that childcare can be costly, eligible Parents/Carers are encouraged to claim the childcare element of Universal Credit. The club is registered to the Tax-Free Childcare scheme.

Fee structure

Fees are charged per child, per session. A list of current fees and charges is available in club and online at <https://www.knutzclub.co.uk>. Fees are reviewed annually by the owners and we aim to avoid interim price changes.

Regular term time bookings are invoiced per half term in advance. Receipt of payment in our account is required by the due date on the invoice.

Ad hoc sessions are invoiced at time of booking. Receipt of payment in our account is required before the child attends the session.

Holiday club bookings are invoiced in advance of the holiday club. Receipt of payment in our account is required before the first day of the holiday club.

Late collection charges are due if Parents/Carers arrive late to collect their child at the end of a club session. Late collection fees are invoiced as they are incurred and are due for payment within one week. Calculation of charges for late collection 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.

Payment of fees

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

Payment is preferred directly to our bank account by bank transfer, childcare vouchers or tax-free childcare account. Cash is accepted by prior arrangement.

Parents/Carers must be mindful that payment using Childcare Vouchers takes up to a week. They must initiate the payment allowing time for funds to arrive. See Late payment below.

The club will consider requests for variations to payment terms on an individual basis. Anyone wishing to request a variation must contact Lesley Berry at the earliest opportunity and before invoicing. Any queries regarding fees must be directed to Lesley Berry.

Responsibility for payment

The responsibility for payment of fees, charges and penalties always lies 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 was not 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 make penalty charges in cases of repeated late payments. If there are any reasons why Parents/Carers are unable to pay on time for their child's attendance at club, they must bring these reasons to the attention of Lesley Berry by the due date so options can be explored.

If our invoice is not paid on time a reminder will be sent. If the reminder is not effective the customer will be contacted and immediate payment requested.

If the account remains unpaid after 28 days the child/children will not be able to attend the club until the balance is paid.



Refunds and Cancellations

Four weeks' notice, or payment in lieu of notice is required for cancellation of regular bookings. Advance payment for sessions after the notice period would be refunded. If a refund is agreed, funds will be returned to the account from which the fees were paid.

Ad hoc bookings may be cancelled by 12:00 the previous workday by text or email to Lesley Berry.

Holiday Club bookings may be cancelled not later than 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 owner and may not be offered.

Absence from booked sessions

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

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 must 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
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- 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 owner.
 - If you are unable to arrange collection of your children, or if we are unable to reach you to notify you of the closure, then no refund will be made.

Policy last updated:	October 2026	Next review due:	September 2027
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Reviewed by: *Sue Vovrosh*

Updated by: *Lesley Berry*