

# FUNdays Club Ltd.

## Bookings, Charges and Refunds Policy 2022–2023

### **Registration and Booking**

- Before parents/carers can book, they must have registered with FUNdays Club online (<https://bookings.fundaysclub.co.uk/Identity/Account/Login>). This is to ensure children are appropriately safeguarded and supported.
- Sessions available for booking can be found and booked online through: <https://bookings.fundaysclub.co.uk/Identity/Account/Login>
- Bookings can be made up to 24 hours in advance. If booking more than 2 months in advance, parents and carers can choose to set-up their own payment plan rather than paying in advance for all bookings.
- Bookings are guaranteed and held once full payment has been received by FUNdays Club.

### **LATE BOOKING:**

- All bookings with less than 24 hours' notice of the booking start time are considered *Late Bookings* (including extensions to current bookings) and the relevant site must be contacted (via their mobile, not email).
- It is not possible to make a late booking online. These bookings are taken at the discretion of the FUNdays Club Site Leader and carry a £3 late booking charge as they have to be manually administered.

### **Pick-Up / Drop Off**

- All children must be signed into the provision by a member of staff before being left by parents/carers unless 'Walk Home Permission' permission has been agreed and granted by a FUNdays Club Site Leader. This cannot be granted until a child is in Year 6 and is at the discretion of a FUNdays Club Site Leader.
- FUNdays Club asks that children are collected before or by the end of their session so that the start of the following session is not delayed. Children must be signed out with a FUNdays Club member of staff by an authorised collector unless 'Walk Home Permission' permission has been agreed and granted by a FUNdays Club Site Leader. This cannot be granted until a child is in Year 6 and is at the discretion of a FUNdays Club Site Leader.
- If your child is not signed out by a member of staff before the end time, they will be booked into the next session as a late booking (see above).
- **COLLECTION TIME:** Collection time begins 10 minutes before the end time of a booking period. Please speak to the relevant site staff if an earlier collection time is needed.
- **END TIME:** Advertised end times indicate the latest time a child should be collected to avoid additional charges.

- In the Holiday Club drop off after registration close is not possible as registers and activity choices are copied and distributed to all staff for fire evacuation and emergency purposes; refunds are not available for missed entry times. Gates will be locked five minutes after close of registration and re-opened for the start of the first pick-up time.

## **Absences, Cancellations and Refunds**

### **ALL ABSENCES and CANCELLATIONS**

- If a child has to leave FUNdays Club part way through a booked session for example due to unsatisfactory behaviour, sickness, injury or a family emergency, a refund will not be made available.
- The child's school should never be contacted to report absences or cancellations with FUNdays Club. Schools do not pass on absence notification to local childcare providers.

### **ABSENCE and CANCELLATIONS – less than 24 hours' notice of non-attendance**

- For absences with less than 24 hours' notice, the relevant FUNdays Club site should be contacted **via the site mobile** (not email) to avoid delays in messages and potential charges being incurred.

### **ABSENCE and CANCELLATIONS – less than two weeks' notice of non-attendance**

- For absences or cancellations with less than two weeks' notice, parents and carers should contact the relevant site staff via the site mobile or email as soon as non-attendance is known to avoid any charges. Alternatively, parents and carers can write in the Absence Diary on the welcome desk at any provision.
- If staff are not informed of an absence by close of registration at a FUNdays After School Club and the Site Leader has to enact a *Missing Child* procedure to locate the child, a **£3 absence non-notification fee** will be billed to the parent or carer. This is to part cover the Site Leaders time enacting *Missing Child* procedures and to reduce occurrences in order to improve our response if a genuine occurrence happened.
- No refunds or credits are provided with this notice period for any FUNdays Club provision.

### **CANCELLATIONS and REFUNDS – more than two weeks' notice**

- Cancellations with more than two weeks' notice can be made online through the parent portal. The balance from the cancelled booking will be credited onto the parent/carer online account to spend on another booking. This credited amount must be spent at FUNdays Club within 6 months or it will be lost.
- If a parent or carer would like a monetary refund for any credit on their account after the cancellation of bookings, the request should be made to FUNdays Club via email. Monetary refunds for card payments will be refunded via BACS payment to the parent

bank account. Monetary refunds for childcare vouchers must be made back to the voucher provider due to HMRC regulations.

### **Late Collection after Close**

- If a child is not collected by close time a FUNdays Club Site Leader will contact the first contact on the online parent account to ascertain an estimated pick-up time (this may be by text or phone).
- If a child is collected after close time when FUNdays Club closes but before the first ten minutes, a FUNdays Club Site Leader can charge a discretionary £10 late charge per child.
- All collections after 10 minutes of closing will incur a *£10 Late Collection Charge* per booked child regardless of circumstance. An additional *£10 Late Collection Charge* per child will be made for every 10 minutes thereafter until 50 minutes after close.
- FUNdays Club reserves the right to withdraw a child's current or future place without notice at any FUNdays Club provision for non-payment of late pick-up charges. See late payments below.
- FUNdays Club reserves the right to revoke a child's place for repeated late pick-ups past close time. A FUNdays Club Site Leader will always inform a parent/carer in advance before revoking a child's place for this reason.
- If a child has not been collected by 10 minutes after FUNdays Club close time and no direct contact has been made with the first contact or the identified person for collection, further phone calls will be made to all contacts supplied on the online account to make alternative arrangements for pick-up from FUNdays Club. FUNdays Club will not allow a child to leave on their own unless previously authorised by the parent and agreed by a FUNdays Club Site Leader. Social services will be called if no direct contact can be made with any contact within 30 minutes of FUNdays Club closing or if collection cannot be arranged before 50 minutes of closing. See our *Child Protection Policy* for more information.
- **All** costs incurred to FUNdays Club to stay open 50 minutes beyond closing time will be charged to the parent/carer including inconvenience costs to all staff required to stay present including and not limited to transport costs for homeward journeys by staff. Inconvenience costs will be privately submitted by staff to the Managing Director for assessment. Inconvenience costs will be limited to £250 per staff member.

### **Force Majeure**

#### ***SCHOOL SITE CLOSURE BY SCHOOL, GOVERNMENT or REGULATORY BODIES:***

- There are occasions when public bodies might close the school site outside of FUNdays Club control in which case FUNdays Club will not be able to operate.
- In these circumstances, FUNdays Club will initiate a business assessment and survival plan. This may involve a holding fee arrangement being implemented to cover fixed costs. This charge covers the service of holding a place and this arrangement will be

communicated to parents and will be as flexible as business viability allows. Parents and carers will be under no obligation to pay the holding fee. However, FUNdays Club reserves the right to prioritise those who are paying holding fees in order to support business viability.

### **PROCEDURE OF FUNdays Club CANCELLATION BY FUNdays Club:**

- In the unlikely event that FUNdays Club cannot run, for example short staffing, FUNdays Club will contact each parent/carer with a booking for the period concerned to inform them of the decision at the earliest possible time.
- If FUNdays Club does not operate, a 100% refund for the period effected will be made with the exception of Force Majeure events (such as a war, strike, riot, crime, pandemics, changing laws or an event described by the legal term *Act of God* (hurricane, flood, earthquake, volcanic eruption, severe snow and so forth)) or other extreme events outside the control of FUNdays Club for which insurance will not cover.
- In the event of a Force Majeure no refund will be made in order to cover staffing and fixed costs, which FUNdays Club is still liable to pay.

### **What constitutes payment?**

#### **OUTSTANDING PAYMENTS**

FUNdays Club reserves the right to block the booking of further sessions by account holders that have an outstanding invoice awaiting payment.

#### **CARD**

Card payments are considered paid, and bookings guaranteed at the point of transaction and will be confirmed on screen within our online booking system along with an automatic confirmation email. Card details cannot be taken over the phone or by staff.

#### **CHILDCARE VOUCHERS**

**Online childcare vouchers** are considered paid once the voucher provider sends an email confirming payment. If funds fail to transfer into the FUNdays Club bank account 5 working days after an email confirmation, a booking parent will be asked to pay using a card online. FUNdays Club reserves the right to ask a parent to pay using a card online for a booking whilst vouchers funds are awaiting transference. Childcare voucher payments can take up to ten working days before appearing on the parent/carer online account portal.

### **Late Payment**

- If a payment is not received within fourteen days of an invoice being sent, or a payment being due, a 10% surcharge will be made for the amount due on that payment.
- Payments outstanding by a calendar month from the due date will incur an interest charge on the overdue amount at the rate of 8% per annum above the UK base rate of

Lloyds Bank Plc. Interest will accrue daily until the date of actual payment and be compounded at the end of each calendar month.

- FUNdays Club reserves the right to withdraw a child's place without notice for non-payment and to take reasonable action in order to recover funds owed. If FUNdays Club has to take reasonable action to recover owed funds, any costs incurred to FUNdays Club in the process, including administration costs or loss of income due to debt recovery agencies being involved, will also be charged in addition to the 10% Late Payment surcharge and additional accrued interest.