

# Booking Policy

Date of Review: December 2018

Date of Next Review: August 2019

This policy applies to all Customers

Version 5.1

Directors Approval:

Lewis Fogarty

Ben Bausor

Terms used in this policy:

- 'Always Growing' refers to any provision run by Always Growing Ltd or Always Growing Together CIC Limited
- 'Children' refers to any registered child or young person attending Always Growing
- 'Staff' refers to all staff and volunteers
- 'Safeguarding team' refers to staff who have specific responsibilities for safeguarding
- 'Safeguarding' refers to the protecting children from maltreatment preventing impairment of children health and development, ensure the children have the provision of safe and effective care and taking action to enable all children to have the best outcomes.
- 'The Directors' refers to Lewis Fogarty and/or Ben Bausor or a nominated person who they have authorised to make decisions on their behalf.
- 'Parents' refers to parents, guardians, carers or anyone who has parental responsibility.

All policies are approved by the Directors of Always Growing Ltd and Directors of Always Growing Together CIC Limited, in line with the available guidance both Statutory and best practice. We envisage that these policies will apply to provision delivered by Always Growing Ltd or Always Growing Together CIC Limited. We review and update policies in a timely manner and endeavour to include statutory updates. In exceptional circumstances, for example a situation arising that is not covered by the policies below, the Directors will use their professional judgement to make the best possible decision in the circumstances. At all times, the Directors will keep in mind the needs and wishes of the child.

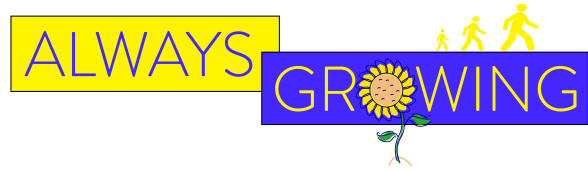
## 1 Price Plan and Discounts

- 1.1 We reserve the right to amend the cost at any time but we will give reasonable notice of when the changes will take effect.
- 1.2 The tables below outline the prices for Always Growing throughout the year, when booking more than 7 days in advance or less than 7 days in advance. All sessions should be booked using the online booking system. Sessions for siblings can be booked at the same time.

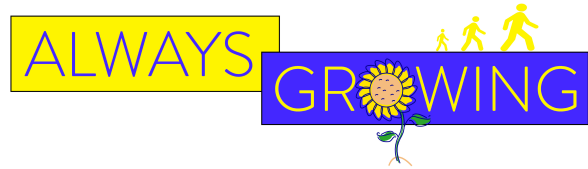
| Nursery Rates |  |               |                 |
|---------------|--|---------------|-----------------|
| Session       | Details  | Cost per day  | Cost per month  |
| Full time     | 8.00am-6.00pm                                    | <b>£65.00</b> | <b>£1354.17</b> |
| Part time     | Morning 8.00am-1.00pm<br>Afternoon 1.00pm-6.00pm | <b>£38.00</b> | <b>£791.67</b>  |
| Extended day  | 6.00pm-6.30pm                                    | <b>£5.00</b>  | <b>£104.17</b>  |

| Holiday Rates  |  |                             |                             |
|----------------|--|-----------------------------|-----------------------------|
| Session        | Details  | More than 7 days in advance | Less than 7 days in advance |
| Full Day       | 8.30am - 5.30pm  | <b>£32</b>                  | <b>£35</b>                  |
| Half Day       | Morning: 8.30am - 1.00pm<br>Afternoon: 1.00pm - 5.30pm | <b>£20</b>                  | <b>£22</b>                  |
| Early Drop Off | 8.00am   | <b>£3.00</b>                | <b>£4.00</b>                |
| Late Pick up   | 6.00pm   | <b>£3.00</b>                | <b>£4.00</b>                |

| Term Time Rates |                          |                             |                             |
|-----------------|--------------------------|-----------------------------|-----------------------------|
| Session         | Details                  | More than 7 days in advance | Less than 7 days in advance |
| Full Session    | Minibus arrival - 6.30pm | <b>£13.50</b>               | <b>£15.00</b>               |
| Full Session    | Walking arrival - 6.30pm | <b>£12.50</b>               | <b>£14.00</b>               |



- 1.3 Second sibling will receive 5% discount when booking. This is calculated as first child paying 100% of the price, from the amounts outlined in the table, and the second child paying 95% of the price of the first child for each place. Subsequent siblings will pay 95% of the first child's fee. Discounts are for bookings when the siblings are attending the same session on the same day.
- 1.4 Late pick up at 6.30pm is available in our nursery. For one off sessions the charge is £7.00. You need to let us know by lunchtime on the day to make this arrangement. If you arrive to collect your child after 6.10pm, this amount would be charged too. If you would like to make this a regular part of your booking it would be charged at £5 per session and it will be added to your monthly fees spread across the year.
- 1.5 Bookings can be made for the Out of School Provision online up until midnight of the day before the booking. Bookings made after this point or at the last minute cannot be guaranteed. Always Growing reserves the right to charge an administration fee for all last minute bookings.
- 1.6 Bookings for the nursery need to be requested the month prior to them commencing and must be agreed with a member of Always Growing staff via email. We will usually respond to all requests within 48 hours.
- 1.7 Nursery bookings are possible for 1, 2, 3, 4 or 5 days per week but must be consistent for the month.
- 1.8 The cost for the Nursery provision is based on booking for 50 weeks of the year spread across 12 months as we will be closed on bank holidays and between Christmas and New Year. We will review our prices on an annual basis.
- 1.9 The cost for the Nursery includes snacks, breakfast, lunch and dinner but not nappies and wipes.
- 1.10 Full monthly payment is due before your child's first session takes place.
- 1.11 6 weeks notice is required for any Nursery booking to be cancelled.
- 1.12 There are three options for payment. 1. Credit or debit card through Stripe. 2. Childcare voucher or Tax Free Childcare scheme. 3. Cash.
- 1.13 Payment is required immediately when paying for the Out of School provision with credit/debit card and in all other cases within 48 hours of making the booking, and

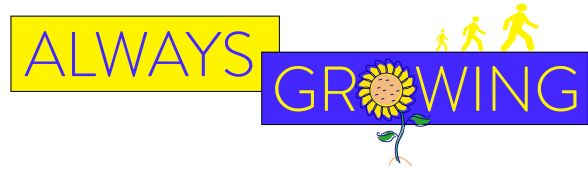


bookings cannot be confirmed without payment. Sufficient time should be allowed for the payment to reach Always Growing.

- 1.14 Cheques are subject to a £2 surcharge and payment by cheque or other format is only with the Director's approval
- 1.15 Childcare voucher payments are also accepted, we are registered with most providers. We are happy to provide relevant details as needed or there is a link to this in your booking confirmation email.
- 1.16 With the agreement of the Directors, payments can be spread over a period of time and paid in instalments. When this is the case, a repayment plan must be agreed in writing. Failure to adhere to the repayment schedule could result in a cancellation of the booking. The Directors reserve the right to add an administration fee.

## 2 Terms and Conditions

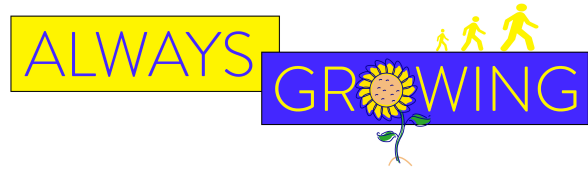
- 2.1 In making a booking the parent/carer accepts the terms and conditions of booking as stated below under the knowledge that all data is handled in line with the latest GDPR framework as set out in our GDPR policy.
- 2.2 All discounts are awarded at our discretion and we reserve the right to refuse discount.
- 2.3 Bookings for the Out of School provision cannot be confirmed without full payment, which should be received within 48 hours of making the booking.
- 2.4 Bookings for the Nursery provision are not confirmed until at least 25% of your total monthly booking amount has been received (a non-refundable deposit). The outstanding balance must be paid before the 1st day of each month of care. Subsequent payments must be received by the last day of each month and sufficient time should be allowed for the payment to reach our account.
- 2.5 Bookings are non-refundable. In the case of illness or in other exceptional cases for our Out of School provision we will hold your booking until the end of the next holiday time provision. This cannot be extended to our Nursery provision. The Directors reserve the right to use their judgement to determine what is an exceptional case. Always Growing reserves the right to charge an administration fee to change or amend bookings.



2.6 On occasion, circumstances may require us to not run at certain sites for our Out of School provision. In such circumstances you will be given as much notice as possible and arrangements will be made to transport your children to another local site.

2.7 By booking with Always Growing:

- You must book using the online booking system. Other forms of booking are not guaranteed.
- You must have provided us with all the necessary information concerning your child's health/behaviour/ culture/religion/other needs.
- You must complete the registration form fully and accurately before using the system to make a booking, and inform us immediately if any information changes.
- You must be reachable on the telephone numbers listed during your child's time at Always Growing. We will usually just call if we require you to come and collect your child.
- You give consent for your child to participate in all indoor and outdoor activities.
- You give permission for sun cream to be applied when needed and to supply sun cream for your child before they attend the session.
- You give permission for photographs of your child to be taken and used in displays and promotion including social media and our website. Unless you notify us in written that you do not wish this to happen.
- You authorise that Always Growing Staff can attend to all matters relating to your child's health whilst at Always Growing. In the event of an emergency, staff will arrange for your child to receive hospital treatment and then inform you.
- You agree that in the event of your child becoming ill/having a contagious disease, you will, once contacted, come and collect.
- You agree not to send your child to Always Growing if they are ill.
- You send your child to Always Growing's Out of School provisions (not nursery) knowing they are capable of going to the toilet independently.
- You agree that in the event of someone other than the parent/guardian or authorised person collecting your child you will inform us and provide relevant details and send the person to collect with appropriate ID and password as agreed with the Always Growing Manager.
- You agree to be bound by all the policies and procedures of Always Growing which are available on request.
- You agree to our drop-off/pick up conditions:
  - You will be able to drop off and pick up through the Vansittart Road entrance to the school through the green gates.



- Whilst we will not restrict the timings you can drop off or collect children inside our hours of operation, there are some timings you need to be aware of:
  - 8.40am the gate is closed and you will need to buzz for access
  - 11.00-11.20am is school break time and there could be a high volume of students walking around the school
  - 1.25pm-1.55pm is school lunch time and there could be a high volume of students walking around the school
  - 3.05pm the gates open and remain congested until around 3.15pm
- With this in mind we recommend you drop off before 8.40am and after 3.15pm.
- We ask that you drive and park carefully and go straight off-site once you have dropped off or picked up.
- Please be aware that you may be challenged by members of staff, they have been instructed to do this to an unfamiliar person on site not wearing a school lanyard.