



# Booking Policy

Date of Review: July 2020

Date of Next Review: July 2021

This policy applies to all Customers

Version 8.1

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. We will review the fees for all our provisions periodically and at least on an annual basis
- 1.2 The tables below outline the prices for Always Growing throughout the year. Fees are split into our Nursery and Out of School Services and 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. Sessions for the nursery must be requested and confirmed via email before starting. Prices for specific packages are available on request.

<b>Nursery Rates - Windsor and Full Time Nurseries</b>			
<b>Session</b>	<b>Details</b>	<b>Cost per day</b>	<b>Cost per month (full time)</b>
Full Day	8.00am-6.00pm	<b>£65.00</b>	<b>£1354.17</b>
Part Day	Morning 8.00am-1.00pm Afternoon 1.00pm-6.00pm	<b>£38.00</b>	<b>£791.67</b>
Extended day	7.30am-8.00am	<b>£5.00</b>	<b>£104.17</b>
	6.00pm-6.30pm	<b>£5.00</b>	<b>£104.17</b>

<b>Nursery Rates - Cippenham and Term Time Only Nurseries</b>		
<b>Session</b>	<b>Details</b>	<b>Cost per day</b>
Full Day	9.30am-2.30pm	<b>£30.00</b>
Part Day	Morning 9.30am-12.00pm Afternoon 12.30pm-2.30pm (Includes either lunch or late pickup)	<b>£15.00</b>
Extended Day	Breakfast club 9.00-9.30	<b>£3.00</b>
	Lunch club 12.00-12.30	<b>£3.00</b>
	Late pickup 2.30-3.00	<b>£3.00</b>

- 1.3 Full details for our nursery fees including pricing for specific packages is available on request.



- 1.4 We accept the 2 year old funding and also the 3 and 4 year old universal and extended funding offer. This is sometimes referred to as the 15 and 30 hour funding. This funding can only be used by children attending one of our nursery settings and cannot be used in our out of school provision.
- 1.5 At our Windsor Site, we offer the stretched funding arrangement only, meaning fees are still payable each month. More information on this can be found in our funding policy or by contacting us for more information.
- 1.6 At our Cippenham Site, we offer the 15 and 30 hour free childcare options. Parents are able to purchase additional sessions at the price listed above, paid for on a monthly basis.

<b>Out of School - Holiday Rates</b>			
<b>Session</b>	<b>Details</b>	<b>More than 7 days in advance</b>	<b>Less than 7 days in advance</b>
Full Day	8.30am - 5.30pm	<b>£32.00</b>	<b>£35.00</b>
Half Day	Morning: 8.30am - 1.00pm Afternoon: 1.00pm - 5.30pm	<b>£20.00</b>	<b>£22.00</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>

<b>Out of School - Term Time Rates</b>			
<b>Session</b>	<b>Details</b>	<b>More than 7 days in advance</b>	<b>Less than 7 days in advance</b>
Full Session	Pickup from Trinity School- 6.30pm	<b>£14.00</b>	<b>£15.50</b>
Full Session	Pickup from other providers - 6.30pm	<b>£13.00</b>	<b>£14.50</b>



- 1.7 We offer a sibling discount of 5%. This is calculated as first child paying 100% of the session price, from the amounts outlined in the table, and the second child paying 95% of the price of the first child for each session. 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 in the same part of our provision. Discounts for nursery bookings are not available for ad-hoc nursery sessions.
- 1.8 There are four options for payment. 1. Credit or debit card through Stripe. 2. Childcare voucher or Tax Free Childcare scheme. 3. Cash. 4. BACS. Any combination of these payments can be used to settle the balance due. Cheques are subject to a £2 surcharge and must allow sufficient time for the funds to clear. Payment by cheque or other format is only with the Director's approval.
- 1.9 Childcare voucher payments are also accepted, we are registered with most providers. We are happy to provide relevant details as needed and there is a link to this in your booking confirmation email. If paying through the Tax Free Scheme, you must let us know your reference number so we can locate your payment easily.
- 1.10 Payment for Out of School bookings must be made in full at the time of booking. Payment for our nursery bookings are made on a monthly basis, one month in advance. Parents must follow the fee schedule sent out to them. In all cases, parents must allow sufficient time for funds to reach our account
- 1.11 When making payment for our Out of School services, parents must quote the Transaction ID so we can trace the payment easily. Where there is no Transaction ID, the child's full name must be quoted. When parents have different surnames to the child or the account where payment originates from differs, please let us know so that we can trace the payment more easily. Nursery payments must quote the child's full name as the reference.
- 1.12 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 General 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, available on request.



- 2.2 Minimum ages apply to our provisions as detailed below. Children must have attained the minimum age (i.e. have already had their birthday) before they attend.
- Children attending our Windsor Nursery will generally be nine months old, with the option to start sooner if we feel your child is ready in our Rising 9s programme.
  - Children attending our Cippenham Pre-School must be at least two years old, with the option to start sooner if we feel your child is ready in our Rising 2s programme
  - Children attending any of our Out of School Services must be at least three years old
- 2.2 All discounts are awarded at our discretion and we reserve the right to refuse discount or withdraw it at any time.
- 2.3 Bookings are subject to availability and in all cases are non-refundable and non-transferrable across all our provisions, except in exceptional circumstances. The Directors reserve the right to use their judgement to determine what is an exceptional circumstance. Bookings must be checked carefully to ensure the correct sessions are booked at the time of the booking.
- 2.4 The Directors reserve the right to charge an administration fee in the event that payment is delayed or not made on time in order to cover the costs associated with investigating the booking, charging for additional time used, late pickup fees or other reasonable cause. The administration fee will be determined by the Directors
- 2.5 Any outstanding balances must be cleared as soon as possible. Parents should contact the Directors as soon as possible if there will be any difficulties with making a payment. Failure to pay fees in a timely manner or payment arrears could result in the cancellation of the place
- 2.6 On occasion, circumstances may require us to not run at certain sites. 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 In the event that the school site is not deemed safe to open for example due to extreme weather, flooding, power supply issues or other any other circumstance, Always Growing will also close. Parents will be notified of the site closure with as much notice as possible. In the event that this results in the closure of Always Growing either before the session begins or part way through the day, no refunds will be given. Fees will remain payable during the entire period of closure



2.8 Always Growing reserves the right to amend activity programmes, schedules, services, dates and or times on occasions that may be outside of our control. This will be without refund or compensation.

2.9 By booking with Always Growing:

- You agree to treat all staff, other parents and children with respect at all times. This also extends to other persons who have a legitimate reason to be on site, for example they are employed by the school or are accessing services at the Church
- 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.
- For children attending nursery, this includes the relevant starter packs before your first session
- You or your nominated representative 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 promotional material including social media and our website. Unless you notify us in writing that you do not wish this to happen.
- You authorise Always Growing Staff to 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. If necessary Always Growing staff will accompany your child to hospital if you are unable to reach the setting in time. In this situation you agree that Always Growing staff can act in loco parentis until you or someone with parental responsibility is able to take over
- 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 and their illness will prevent them from participating fully in the session.
- In the event that your child requires medication, you will complete a permission to administer medication form and provide the medication. Where possible, medicine will be administered outside of the session timings



- 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 in writing and provide relevant details to us. You will ask the person to collect to bring appropriate ID and password as agreed with the Always Growing Manager. Always Growing reserves the right not to release children to unknown persons and will contact you or make further checks to verify the identity of the individual if necessary
- If certain persons are restricted from having contact with your child we will require notification in writing and a written copy of the relevant legal paperwork. We reserve the right to seek legal or other appropriate advice if necessary
- 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 drive and park carefully and considerately, adhering to the speed limit signage, without blocking access to other people
  - You will leave the site once you have dropped off or picked up.
  - You agree to only drive in the designated areas of the premises. All cars should be left in the car park whilst dropping and collecting children and not parked directly outside the provision, or any other place that is not a designated parking space which could affect other people accessing the services or the site
  - Parking is not available during the day for parents unless this has been agreed by the Directors
  - We ask that all bikes are walked whilst on the premises
  - 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.

#### Specific drop-off/pickup conditions at Windsor:

- You will be able to drop off and pick up for all our services 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 during school term:
  - 8.40am the gate is closed and you will need to buzz for access, there will be a high volume of students walking into the school
  - 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 8.30am and collect after 3.15pm.

Specific drop-off/pickup conditions at Cippenham:

- You will be able to drop off and pick up for all our services through the main car park or through the foot paths

### **3 Specific Nursery - Windsor - Terms and Conditions**

- 3.1 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. Parents will be sent a fee schedule where this is applicable
- 3.2 Nursery bookings are possible for both full and part time placements. For part time placements, there is a requirement for consistent days each month. At least 4 weeks notice would usually be required to change the pattern of days. There is a requirement to attend for a minimum of 4 sessions per week. One session is the equivalent to half a day, so one full day is equivalent to 2 sessions
- 3.3 Parents may use their 15 or 30 hour allocation of free childcare at our Windsor site, subject to our free entitlement terms and conditions. The allocation is only available for stretched funding, and we have a minimum attendance of 20 hours per week for parents wishing to use their 15 hour allocation and 30 hours per week for parents wishing to use their 30 hours per week
- 3.4 The cost for the Nursery provision is based on booking for 50 weeks of the year spread across 12 months. We will be closed on bank holidays and between Christmas and New Year. We will announce our closure dates with reasonable notice, but usually the last working day before Christmas Eve will be the last day the nursery will be open. We will usually reopen on the first working day of January.
- 3.5 Payment for nursery fees are due monthly and must be received by Always Growing before the first calendar day of each month. Fees are payable one month in advance, and sufficient time must be allowed in order for the funds to reach our





account. Failure to keep up with the fee payments could result in us releasing your child's place.

- 3.6 We will also close for inset days where staff training can take place. We will give a reasonable notice for when this will take place. Fees will still be chargeable for these days.
- 3.7 The cost for the Nursery includes snacks and meals but not nappies and wipes.
- 3.8 Early Drop off at 7.30am and Late pick up at 6.30pm is available in our nursery. For one-off sessions the charge is £7.00. For one-off early drop, you need to let us know the day before and for one-off late collection by lunchtime on the day to make this arrangement. If you arrive before 7.50am or arrive to collect your child after 6.10pm, this amount will be charged at £7.00 per session.
- 3.9 Early drop off or late pickups can be made a regular part of your booking, charged at £5 per session and added to your monthly fees spread across the year.
- 3.10 Bookings for the nursery need to be requested usually one 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. You will need to state the number of days per week and which specific days you would like to attend at this stage
- 3.11 Once your booking request has been approved, you must pay a 25% non-refundable deposit.
- 3.12 You will be required to attend an appointment with your child to complete the starter pack, agree the settling in sessions and confirm the start date. This will usually be a few weeks before the placement begins
- 3.13 Settling in sessions cannot begin until the non-refundable 25% deposit has been received. Your child will usually attend for three sessions, and this will be discussed with your child's room leader.
- 3.14 Full monthly payment is due before your child's first session takes place. For children starting after the first working day of each month, fees will be payable for the sessions used that month, plus a £50 administration fee which will be invoiced and payable before the sessions commence.
- 3.15 6 weeks notice is required for any Nursery booking to be cancelled.



## 4 Specific Nursery - Cippenham - Terms and Conditions

- 4.1 Bookings for the Nursery provision are not confirmed until your £50 deposit has been received (a non-refundable deposit). The outstanding balance must be paid before the 1st day of each month of care. Parents who are only using their free allocation will not be required to pay a fee or deposit, but failure to confirm the up taking of a place before the specified deadline will result in cancellation of the place.
- 4.2 Nursery bookings are possible for both full and part time placements. For part time placements, there is a requirement for consistent days each month. At least 4 weeks notice would usually be required to change the pattern of days.
- 4.3 Parents may use their 15 or 30 hour allocation of free childcare at our Cippenham site, subject to our free entitlement terms and conditions. The allocation is available for free places, subject to availability. Parents may purchase additional sessions in addition to their free entitlement hours. These sessions will need to be on a consistent day each month and are subject to payment of fees termly.
- 4.4 The cost for the Nursery provision is based on booking for 38 weeks of the year split into terms. We will be closed on all bank holidays and will publish the term times showing when we are open and closed.
- 4.5 Payment for nursery fees are due termly and must be received by Always Growing by four weeks of the date of the invoice. Sufficient time must be allowed in order for the funds to reach our account. Failure to keep up with the fee payments could result in us releasing your child's place.
- 4.6 We will also close for inset days where staff training can take place. We will give a reasonable notice for when this will take place. Fees will still be chargeable for these days, where this is applicable.
- 4.7 The cost for the Nursery is only for the place and the activities and resources used during the session. Parents are required to provide all snacks and meals, and where appropriate, nappies and wipes. Where snacks and meals are provided, this should be healthy food and no nut products. Please note that staff are unable to reheat or cook food, and meals should be provided ready to eat.
- 4.8 Bookings for the nursery need to be requested usually one 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. You will need to state



the number of days per week and which specific days you would like to attend at this stage

- 4.9 Once your booking request has been approved, you must pay a £50 non-refundable deposit if required, which will be credited against your final invoice. No deposit is required from parents who are only using their 15 or 30 hour funding.
- 4.10 You will be required to attend an appointment with your child to complete the starter pack, agree the settling in sessions and confirm the start date. This will usually be a few weeks before the placement begins
- 4.11 Settling in sessions cannot begin until the non-refundable deposit has been received or if it is a free placement, confirmation of your eligibility for the free hours has been received and processed. These settling sessions will be discussed with your child's room leader.
- 4.13 6 weeks notice is required for any Nursery booking to be cancelled.

## **5 Specific Out of School Terms and Conditions**

- 5.1 Bookings for our Out of School provision cannot be confirmed without full payment, which must be received within 48 hours of making the booking. Bookings will not be confirmed unless payment is received. Sufficient time should be allowed for the payment to reach Always Growing before the start of the sessions
- 5.2 Bookings can be made for the Out of School Provisions 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. Places for Out of School sessions are limited, and parents are advised to book as far in advance as possible.
- 5.3 Any booking requests made on the day for our Out of School After School service are subject to Director approval, and will be charged at £20.00 per session. Any booking requests made on the day for our Out of School Holiday Time service will be charged at £45 per day. We reserve the right to add an administration fee to these invoices.
- 5.4 Failure to attend a booked session in our After School provision without notifying us that your child is no longer attending will result in a £20.00 administration charge. This is to cover the cost of sending additional staff members to support with pickups as a result of the delays caused establishing where your child is. We



must receive notification before 2:30pm that your child is no longer attending in order to avoid being charged.

- 5.5 Where children are attending out After School Service, It is the parent's responsibility to inform their child's school that Always Growing will be collecting them. Parents should also communicate with Always Growing their child's class and any key collection information.
- 5.6 Always Growing does not collect from all schools and settings. Parents should contact Always Growing to determine whether we collect from their child's school. Always Growing cannot accept responsibility for unfulfilled bookings as a result of not verifying this information in advance. The schools and settings which we collect from is subject to change.
- 5.7 Parents may request a pickup from school at a time other than the normal school finish time, for example after a club. Parents must receive confirmation from Always Growing in writing that this pickup can be accommodated before making the booking. Always Growing accepts no responsibility for bookings that cannot be fulfilled because of a lack of notice of a request in advance or for sessions booked with a different provider before confirmation was received from Always Growing.