



Booking Policy

Date of Review: March 2024

Date of Next Review: September 2026

This policy applies to all Customers

Version 9.0

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. General Terms and Conditions

- 1.1. 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.
- 1.2. All bookings must be confirmed with the parent and a start date agreed in writing before children can attend any of our settings. At the time of booking, parents must specify their required session pattern. This pattern will be fixed until such time as the sessions are amended, subject to availability, and this is agreed in writing.
- 1.3. 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.
- 1.4. Minimum ages apply to our provisions as detailed below. Children must have attained the minimum age before they attend.
 - 1.4.1. 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.
 - 1.4.2. 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.
- 1.5. In the event that any 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 need to 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
- 1.6. 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.
- 1.7. 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.



- 1.8. You must register using the online booking system. Other forms of booking are not guaranteed. Registration forms must be completed fully and accurately.
- 1.9. You must have provided us with all the necessary information concerning your child's health/behaviour/culture/religion/other needs. This includes completing the starter pack before your first session.
- 1.10. You must inform us immediately if any information changes.
- 1.11. You or your nominated representative must be reachable on the telephone numbers listed during your child's time at Always Growing. We will usually only call if we require you to come and collect your child or there is some specific reason. Updates are provided through the Family app daily.
- 1.12. You give consent for your child to participate in all indoor and outdoor activities
- 1.13. You agree to complete the permission forms giving permission or not for certain things e.g. application of sunscreen or using your child's photo prior to them starting with us.
- 1.14. 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.
- 1.15. You agree that in the event of your child becoming ill/having a contagious disease, you will, once contacted, come and collect.
- 1.16. 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.
- 1.17. 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
- 1.18. 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. 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.



- 1.19. 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.
- 1.20. You agree to be bound by all the policies and procedures of Always Growing which are available on request.
- 1.21. You agree to our drop-off/pick up conditions:
- 1.21.1. You will drive and park carefully and considerately, adhering to the speed limit signage, without blocking access to other people
 - 1.21.2. You will leave the site once you have dropped off or picked up.
 - 1.21.3. 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
 - 1.21.4. Parking is not available during the day for parents
 - 1.21.5. We ask that all bikes are walked whilst on the premises
 - 1.21.6. Please be aware that you may be challenged by members of staff outside of Always Growing, 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.
- Children must not be collected during the walk from the Pre-School to the Butterfly Room. Parents must wait until children have reached the



Butterfly Room door and are handed over by Pre-School staff before collecting

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

2. Making a booking - Windsor

- 2.1. 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 6 weeks notice would usually be required to change the pattern of days.
- 2.2. 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. For parents wishing to use their funded hours, the minimum session attendance for 15 hour packages is 4 sessions. For 30 hour packages, minimum session attendance is 6 sessions per week.
- 2.3. 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.
- 2.4. 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.
- 2.5. The fees for the Nursery include all snacks, meals, activities, toothpaste and suncream but not nappies and wipes.
- 2.6. Settling in sessions cannot begin until the non-refundable deposit has been received. Your child will usually attend for three sessions in the week before starting, and this will be discussed with your child's room leader.
- 2.7. 6 weeks notice is required for any Nursery booking to be cancelled.



3. Making a Booking - Cippenham Pre-School

- 3.1. Parents who are only using their funded hours allocation will not be required to pay a fee or deposit, but failure to confirm you are eligible may mean the cancellation of the place.
- 3.2. Pre-School 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.
- 3.3. Parents may use their 15 or 30 hour allocation of funded childcare subject to our funded entitlement terms and conditions. The allocation is available for funded places, subject to availability. Parents may purchase additional sessions in addition to their funded entitlement hours. These sessions will need to be on a consistent day each month and are subject to payment of fees termly.
- 3.4. Where parents choose to purchase sessions, the cost for the Pre-School 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. Parents should note that we are able to set our own term dates and therefore these could vary from published term dates.
- 3.5. Payment for Pre-School fees are due termly and must be received by Always Growing by 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.
- 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, where this is applicable.
- 3.7. The cost for the Pre-School 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 are permitted. Please note that staff are unable to reheat or cook food, and meals should be provided ready to eat.
- 3.8. Bookings for Pre-School need to be requested usually one month prior to them commencing and must be agreed via email before the sessions can commence.



3.9. Settling in sessions cannot begin until confirmation of your eligibility for the funded hours has been received and processed. These settling sessions will be discussed with your child's room leader.

3.10.6 weeks notice is required for any Nursery booking to be cancelled.

4. Price Plan and Payment of Fees

4.1. We reserve the right to amend the cost of sessions 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.

4.2. Our prices will increase on an annual basis by a set percentage based on the published inflation rate. The Directors will use their judgement to determine an appropriate increase.

4.3. The current price structure is available on request. Prices for specific packages that are not available on the current session structure are at the discretion of the Directors.

4.4. We accept the government funding schemes, and more information about this is given below and is available on request.

4.4.1. At our Windsor Site, we offer the stretched funding arrangement only, meaning parents have fees payable each month.

4.4.2. At our Cippenham Site, we offer the 15 and 30 hours as fully funded places. This means that parents have no additional fees to pay, providing they remain eligible for the funding scheme and there is no change in circumstances. Additional sessions outside the funded sessions are available to purchase, subject to availability.

4.5. We offer a sibling discount of 5%. This is calculated as a reduction in fees for the child with the lowest monthly cost, or the eldest child when the monthly fees are the same. Any other discounts are awarded at our discretion and we reserve the right to remove or amend a discount at any time.

4.6. There are four options for payment of fees.

4.6.1. Credit or debit card through Stripe (subject to an administration fee).

4.6.2. Childcare voucher or Tax Free Childcare scheme.

4.6.3. Cash.

4.6.4. BACS.



- 4.7. Any combination of these payments can be used to settle the balance due, and payments are due by the due date on the monthly invoice, which is the 1st day of the following month.
- 4.8. 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.
- 4.9. In the event that parents are late to collect their children from the session, a late pick-up charge will apply. This is charged at £15 per 15 minutes late or part thereof. Fees are charged as soon as the session ends until the child is collected. The Directors reserve the right to waive the fees in exceptional circumstances.
- 4.10. 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 and legal action being sought to recover the costs and outstanding debt.
- 4.11. Late payments are subject to a 10% late fee being added to the next invoice. Parents should allow sufficient time for payments to reach our account and must contact us immediately should there be any delay in payment reaching us.
- 4.12. 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.

5. Deposit

- 5.1. To secure a place at our Windsor Nursery, a deposit is payable. The current deposit amount is available on request. Deposits are not required at our Cippenham or Wessex sites.
- 5.2. The deposit amount will then be credited against the final invoice, subject to any deductions for any outstanding balance or unpaid fees which may be taken in lieu of failing to give notice



5.3.A deposit is payable for each child. The Directors reserve the right to roll a deposit over from one child to the next, meaning that the deposit would be credited to the subsequent child's final invoice.

5.4.Once paid, the deposit is non-refundable should parents no longer require the place.