

BOOKING AND PAYMENT CONDITIONS

The Den is based on the school site and offers high quality childcare before and after school each day during term time.

The breakfast club is open from 8.00am until 8.55am when your child will be taken to their classroom ready for the start of the school day.

The after school club runs from 3.30pm until 5.30pm.

During the school day any enquiries will need to be made at the school office on 01823 442277.

BOOKING PROCEDURE

Bookings need to be made in advance using the online booking system. The Office Team will issue you with a registration number on request and this process is the essential first step that must be taken.

Bookings will be taken on a first come first served basis as we have a maximum number of places available. It is therefore important to follow the above procedures to secure your place. We therefore reserve the right to refuse a booking.

Children **MUST** be booked in and out of The Den by an **ADULT**. **NO** child will be released from The Den to anyone other than those who regularly collect, or with an adult already agreed by prior arrangement with the office. Please inform us of any changes.

CANCELLATIONS & ABSENCE FROM SCHOOL

Unless your child is absent from school due to illness, or they have a sporting fixture or trip arranged after the booking has been made, we are unable to refund.

Changes to sessions can only be made under the aforementioned cancellation circumstances. No refunds will be given.

When a child is absent from school and has a place booked in either the breakfast or after school session on that day, please inform the school office of the booking when reporting the absence.

LATE BOOKINGS & CHARGES

Bookings will be taken at short notice where staff-to-pupil ratio allows. In these circumstances payment must be made on collection of your child.

In the event that an after school club activity is cancelled at the last minute or changes are made on the day for school trips and you are unable to collect your child, The Den will accept children without charge, providing this does not breach staff-to-pupil ratios.

We do appreciate that sometimes delays can be unavoidable. We endeavour to accommodate our parents wherever possible. However, if we believe that late pick-ups are becoming a regular occurrence, we reserve the right to refuse future bookings.

FEES

Charges are reviewed on a regular basis. A term's notice will be given if fees are changed.

Updated November 2018