

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.

The contact telephone number for The Den is 07968 231320 during club opening hours.

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 monthly in advance using the booking form issued at the end of the previous month. Please follow the instructions on the form.

Booking forms **MUST** be accompanied by the correct amount. Cheques should be made out to Thurlbear Primary School, cash will also be accepted. Booking forms **WILL NOT** be accepted without the appropriate payment (except for those paying by childcare vouchers) **PLEASE NOTE CHEQUES ARE NOT BANKED IMMEDIATELY.**

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 listed on the registration form without the appropriate prior notice. 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, there will be **NO** credits issued.

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 before 9.30am to qualify for a credit.

LATE BOOKINGS & CHARGES

Bookings will be taken at short notice where staff-to-pupil ratio allows. In these circumstances a booking form will need to be completed and payment 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 but to cover our costs we reserve the right to charge £5.00 for every fifteen minutes or part thereof for children when parents are regularly later than the agreed collection time.

FEES

The charges will be set annually on 1st September for the coming year, although we reserve the right to review these during the school year should the need arise. The fees will be shown on the booking form.

Updated June 2016

