

# Administration

## 4.8 Payment of Fees

### Policy Statement for St Joseph's Nympsfield Out of School Club

To ensure that the rules of payment of money owed to St Joseph's Nympsfield Out of School Club (OOSC) are clear to all. The OOSC rely on regular income to continue operating. It is in the best interests of every child that fees are paid promptly and fully so they can benefit from consistency of care and routine.

Days/times will be dependent on spaces available and staff to child ratios. Please talk to the Play Leader in the first instance.

### Online booking system

St Joseph's Nympsfield Out of School Club uses Kids Club HQ<sup>1</sup> to facilitate the booking and invoicing of sessions at the OOSC. The system also assists the Play Leader and staff in running the OOSC by providing up-to-date registers on a daily/weekly/monthly basis, together with identification of dietary requirements and medical conditions. For terms and conditions see your account.

### Description of Payments

#### Fees

The type of booking made, Ad hoc or contract, will affect the fee charged. As at July 2023, the current fees are:

Session	Ad hoc [paid at time of booking]	Contract [billed monthly]
Breakfast (7.45am to school opening) or any part thereof	£5.00	£4.00
Early afternoon (3.20pm to 4.30pm) or any part thereof	£7.50	n/a
Full afternoon (3.20pm to any time after 4.30pm and up to 6pm)	£10.00	£8.00

Fees are reviewed each year by the Committee and would normally rise in September, but the Committee reserves the right to change fees at any time of the year with advance notice of not less than four weeks.

#### Late collection fees:

A late collection fee is in place for both Ad hoc and Contract bookings. These charges will be added to your account.

- Any child collected after 6pm, their parent/carer will be automatically charged £10 as the OOSC closes at 6pm and staff are not contracted to work after this time.
- Anyone collecting their child after 4.30pm who had only booked an early afternoon place, will have their booking updated and will be required to pay the full afternoon cost.
- If late collection occurs on a regular basis, your child's place could be withdrawn.

<sup>1</sup> [www.kidsclubhq.com](http://www.kidsclubhq.com)

- For Holiday Club bookings, a late collection charge of £10 will be added to your account, should any child be collected after 5pm.

### *Holiday club*

St Joseph's Nympsfield Out of School Club also runs a holiday club during February half-term, one week at Easter and two weeks during the summer holidays. This is open to the same age children who attend wrap around facilities and children external to St Joseph's Nympsfield Out of School Club.

- Sessions are booked via the Kids Club HQ system on a first come first serve basis as long as there are no outstanding payments on your account.
- Cost of the holiday club session are as advertised at the time.
- Sessions run from 8.30am to 5.00pm.

### **Requests for changes to contracts**

- Amendments to contract bookings can only be requested twice per year, with a minimum of one month's notice.
- Requests for amendments need to be emailed to the Play Leader, Marie Knight, via [oosc@st-josephs.gloucs.sch.uk](mailto:oosc@st-josephs.gloucs.sch.uk).

### **Rules of Payment**

St Joseph's Nympsfield Out of School Club's preferred method of payment is by BACS (bank transfer), childcare vouchers or via your child's tax-free account. Bank details are given on the invoice.

Please note that we do not accept cheques or cash.

### *Ad Hoc*

- Payment of ad-hoc bookings needs to be made at the time of booking. Failure to do so will mean that the booking is not registered and your child will be denied access to the OOSC.

### *Contract*

NB: Payments to the OOSC bank account are reconciled weekly and your account on Kids Club HQ is updated to reflect payments received. If you look at your balance prior to this reconciliation, it will not reflect the true amount outstanding.

- Payment of contract-booking invoices is due by 15<sup>th</sup> of each month (please allow a week for payments to show)
- If payment is not received by the due date, then the system will send out an automated payment reminder on the 20<sup>th</sup> of each month.
- If after a minimum of four working days from the automated reminder if payment still hasn't been received, then you will receive an email from a member of the OOSC staff and/or Committee. You will be informed that payment needs to be received into the OOSC bank account by the last working day of the month to ensure that your child can continue to attend the OOSC.
- If it is not possible to pay the fees within the described timescales in full, then it is the parent/carer's responsibility to agree a payment plan with the Treasurer (who will confer with the chair and staff).
- Failure to pay by the end of the month, or where repeated default is made on a payment plan, then the OOSC will take further action to recover the lost fees, eg. levying a 10% late fee charge on the outstanding and/or by making a claim via the Small Claims Court.

- If your account is in arrears then it will be blocked, thus meaning that you will not be able to make any future bookings and any already made will be cancelled and your child will not be able to use the OOSC.

#### *Holiday club*

- Payment to secure your child a place must be made at the time of booking.
- Your booking is not secure until full payment has been received.
- All bookings are non-refundable.

#### **Refunds**

- Refunds will not be made for absence through illness, holidays or other, including weather conditions apart from exceptional circumstances (at OOSC's discretion), as the running costs of the OOSC remain the same.
- Refunds will not be made where a child leaves or reduces their weekly sessions after an invoice has been issued.
- Refunds will be issued for paid fees when St Joseph's Nympsfield Out of School Club closes a planned session, with prior notice by letter given 48 hours before the session.
- Refunds will be arranged by the Treasurer, by deducting from the next month's invoice, or by BACS, this will be discussed between the parent and the Treasurer.
- If the OOSC has to close due to Government requirements (eg. as in March 2020 re COVID-19 pandemic) then the Emergency/temporary closure policy<sup>2</sup> will be followed. If refunds are applicable, then parents will be informed accordingly.

#### **Further Information**

- Booking Terms and Conditions via Kids Club HQ
- Online booking system FAQs

#### **Associated Policies and Procedures**

- 3.9 Emergency/Temporary closure

<b>Version Number</b>	<b>Author</b>	<b>Purpose of change</b>	<b>Date</b>
1.0	NP and HS	Updating policies	23.01.2023
2.0	KC and LBr	updating document to ensure corresponds with OOSC Terms and Conditions etc, together with inclusion of dealing with non-payment of invoices.	02.10.2023 Club Treasurer (L Britton)
3.0	MK, KC & LBr	Correction to wording for late collection fee with regards to the £10 charge after 6pm	13.10.23 Club Treasurer (L Britton)

<sup>2</sup> 3.9 Emergency/temporary closure