



Oswald Road Childcare Club C.I.C

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Admissions

Owl Club is registered with Ofsted: our registration number is 501632. We provide care for up to 160 children between the ages of 3 and 11, of Oswald Road Primary School.

Owl Club is committed to providing a fair and open admission system that offers a competitively priced and good value service.

Admissions and Registration

The Club Manager and not Oswald Road Primary School deal with all admissions. When an enquiry regarding places is made, parents and carers will be given all relevant Club information such as place availability, details of the Admissions and Fees policy, Registration Form, Parent Contract including privacy notice, Parent/Carer Handbook, Behaviour Management policy, Complaints policy.

If a suitable place is available, the parent/carer and the child will be invited for an induction for a chance to visit the Club and speak to members of staff. For EYFS children, inductions are required before the child/ren start at the Club. If the parent/carer agrees to abide by all the terms and conditions of the admission, including the level of fees, arrangements for payment and completed forms are returned their child/ren will then be able to start attending the Club. Once the Admission is secure, the Manager or a designated member of staff will contact the parent or carer concerned to arrange a date for the child's first session at the club. At this stage, the provision of the **Child Induction/Settling In policy** will come into operation. If no places are available the parents or carers will be notified and the child/ren will be added to the waiting list, as soon as suitable places become available, they will be informed.

Around May the Club will hand out new registration forms to all current parents/carers, giving them the opportunity to book and secure their child/ren's place for the following academic year. We cannot keep a place open for a child unless a new completed registration form is received. We do offer registration forms to new potential Club users, but they will be added to a waiting list until we know availability. A deadline date will be given to current parents and carers to return their forms to help us monitor and establish what places are available for others.

Booking and Adhoc Sessions Procedure

When we receive all relevant documentation, the Manager will contact the parents or carers to confirm their place at the Club. We will not accept a child into our care without a registration form or parent contract. Once a place is booked, if a child/ren does not attend for any reason, the parent or carer will still be charged for this place. We will accept temporary or occasional adhoc bookings as long as there are places available. Bookings have to be booked in advance by at least 1 week through the Manager to ensure a place can be offered for the session, don't rely on contacting the Club on the day for a place as it may not be possible. If a temporary or adhoc place has been booked and is no longer required, the Club must be given 48 hours notice, if notice is not given, the place will still be charged for. If adhoc sessions start to become regular parents/carers will need to apply for a permanent place for the child. We do not allow children's set day places to be swapped for other days.



Place Allocation

Places are offered on first-come first served basis. When all places have been filled a waiting list will be established, with the following order of priority:

- **Existing Club Users and Siblings**

Children already participating in the Club are given priority for the following academic year and are guaranteed the days they are currently attending although if additional days are requested, they will be placed on the waiting list in order of sequence the forms are returned.

Siblings of children already attending the Club will have second priority on place allocation for the same days the sibling is already attending, provided they are able to take up the place immediately. From previous experience we have noticed that Nursery children start later in September although parent and carers will have to pay from beginning of September to secure their child's place and can still attend the Club.

A registration form must be completed each year for each child (even if there are no changes to the current requirements). If there are changes required by users, the Manager will try to accommodate these but can offer no guarantee.

- **Waiting List from Previous Year**

Anyone on the Club waiting list from the previous year will then be offered the opportunity to a place at the Club. To keep it fair they will be contacted before any new users excluding siblings of current users to see if they still require a place. Places are limited in Big and Little Owls the EYFS places will be filled first.

- **New Club Users**

New users will then be offered any places that are available in order of sequence the forms were received by the Club. Parents or carers of children joining the school may also apply for Club places and are treated in accordance with the normal procedures of this policy.

- **Early Years and Foundation Stage Children EYFS Little Owls**

We accept 32 EYFS children per session, current users, siblings and the previous year waiting list children will be granted priority although the remaining spaces will be offered to new EYFS users to fill up the spaces and could mean that a new user further down the waiting list could be given a place first if they are in Nursery and Reception.

Waiting List

To ensure that admission to the Club is offered on a fair and transparent basis, the following procedure will apply. A daily waiting list of children's names is maintained and regularly updated by the Club Manager. In the allocation of places current users and their siblings do get priority over the current waiting list if they are able to take the place immediately

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's waiting list will be explained and then activated on the parent/carer's behalf.



- Parents/carers will be encouraged to submit their request for a place for their child to the Club in writing, via the Registration form. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. The Club will advise the parent/carer of how long they are likely to wait before a suitable place becomes available. This information will only be estimated and will not constitute a binding guarantee from the Club.
- When a vacancy at the Club becomes available the Manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- We offer 128 spaces in our Big Owl (Years 1-6) and 32 spaces in our Little Owls (Nursery and Reception) individuals on the waiting list for the appropriate session will be offered a space. For example, a year 3 child could be 1st on the waiting list but a space becomes available in our Little Owls the individual next on the waiting list who is in Nursery or Reception will be offered the space.
- If a parent/carer still wishes to take up the place for their child, they will be asked to complete any outstanding documentation and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up the place, the parent/carer of the next suitable child on the list will be contacted.

If current or new users are added to the Club waiting list after April, they will not be granted places first for place allocation for the following September and will be treated as a new users and places will be given on a first come first serve basis following the place allocation process above.

Individuals on the club waiting list may be offered places from May to July only on a temporary basis as places become available from Years 6 children leaving. We cannot offer these places on a permanent basis due to the club needing spaces for the next academic year (September) for siblings and new EYFS children to fill our little owls spaces.

Attendance and Absences

We need to know if a child will not be attending a session at the Club for any reason. Parents or carers must notify the Club in advance or as soon as possible, so staff are aware of the child's location in the case of an emergency evacuation. Even if you have informed the school, you still need to notify the Club as the school does not automatically pass this information on, as we are an independent company. If a child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence. If you know in advance of any days when your child will not be attending the Club, please try to let the Club know in advance. In cases of illness or emergency when notice cannot be given, please call or send a message as soon as you can.

Parents/carers are charged for their child/ren's place, even if the child does not attend the Club, refunds will not be issued for absences.

If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's



whereabouts after attempts to contact the parents and the school, the manager will contact the police.

The Club will try to discover the cause of prolonged and unexplained absences and will contact the parents/carers to try to ascertain the reasons behind this. Regular absences could indicate that a child or their family might need additional support.

Cancellations and changes to days

Parents/carers are required to give two weeks cancellation notice to the manager whether it is a cancellation for the child's place completely or to cancel or change a certain day. The manager will then give you a date of the last session your child can attend and will recalculate your bill. The notice must be in term time, and not over a holiday period. You may be continued to be charged for this period, if your notice is not received appropriately parents and carers will be charged for the two weeks cancellation notice whether the child attends the Club or not. It is not possible to change days on a one off or adhoc basis. We try to accommodate such changes wherever possible.

If child/ren do not attend the club for 3 weeks without parents or carers informing the Club, then the child/ren's place will be cancelled.

Fees

The Club recognises and understands that the cost of registered childcare can be significant for a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that parents/carers respect its policy in respect of fees.

The level of fees will be set by the Clubs Directors and reviewed annually in light of the Club's financial position, its future strategic plans and any other broader economic or social consideration deemed relevant.

Current Fees

Fees from September

Early Birds	£4.32 per children, per session
Owl Club	1 child £8.64 per session
	2 children £16.20 per session
	3 children £23.76 per session
	4 children £31.32 per session

Parents/carers will receive a written bill from the manager after their child's place has been confirmed. The bill will indicate the days the child is booked in for, how many sessions you are charged for and then will be dividedly equally by 11 months September to July or from the month the child starts attending the Club.

Payment of fees should be made monthly, preferably at the beginning of the month as we require a monthly payment in advance. Payment methods should be made electronically by standing order, debit card, cheque or by a Registered Childcare Voucher provider. If we are not registered with a particular provider, the manager will try to register as soon as details



have been provided; a list of registered providers can be found below. All payments should be accompanied with the child's name so we can track payments easily.

We are registered with the following voucher companies:

Childcare Account	Co-Operative Flexible Benefits	Enjoy Benefits
Fair Care	Kiddivouchers	Care-4
Edenred	PES	Childcare Plus
Employers for Child Care Vouchers		Rascals
Computer Share	Fideliti	RGChildcare
Sodexo /All Save	Tax Free Childcare	Carboodle

Standing orders should be set to pay until July and parents or carers should amend them according to their new bill and payments given from the manager if the child has applied for a place for the September.

If the fees are not paid on time, the manager will notify the parent/carer either in writing, over the phone, text message or via email and request payment at the earliest possible opportunity. The manager has the right to issue formal warnings to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited. If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. The play manager will allow the child to continue attending the Club for a final 7-day notice period.

Parents/carers are encouraged to speak to the manager if they have any query about the fee policy, or if, for any reason, they are likely to have difficulty in making payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club. Outstanding debts will be passed on to a third party for collection and any further action that may be required.

Late Fee

We operate a three strikes system giving parents/carers a chance, as we understand that unpredicted situations occur like getting stuck in traffic, a puncture in the tyre or an emergency which may make you late or unable to collect your child. In this situation parents/carers must contact the Club at the earliest opportunity and arrange alternative collection for the child if needed. If you have three late collections after 5.45pm in any single school term you will automatically be given a late fee of £25 on your third late. If you are over 30minutes late, you will automatically be given a late fee payment of £25. If the Club manager or play leader cannot get hold of you or the contacts provided on your registration form, we will follow the **Uncollected Children policy** and will have to contact Local Authorities.

When the Club finishes at 5.45pm the manager or play leader will remove the daily register and put the Club Late Book out, they will insert the names of children still at the Club at that time. Parents/Carers are to sign their children out including the time they arrive to collect their child/ren and will be monitored by the play leader. Upon the third late, the parent or carer will be provided with a late fee slip and will be given one week to pay the fee, failure to pay the fee may result in putting your child/rens place at risk. This is stated briefly on our

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registration form as part of our terms and conditions when you apply for your child's place. Late Fee payments will be used for resources and equipment for the children at the Club.

It is important that parents/carers collect their child/ren on time to allow the staff team to carry out their daily reflection and staff meetings in order to improve our practice and service we offer. We cannot carry these tasks out with children present to maintain confidentiality.

Related policies and documents: Parent Handbook, Behaviour Management Policy, Complaints Policy, Child Induction/Settling In Policy.