

## **Admissions and fees policy**

Go Go Makers will follow an admissions and fees policy. When all places have been filled a waiting list will be established.

### **Booking procedure**

You will be given information on how to book and the administrator will receive your request for a “contract” booking and will accept the place if there is a space available. If there isn’t a space, we will decline the space but will be in contact with you to discuss how we can move forward/help you.

If you are booking an “ad hoc” place online and we are full, then the booking won’t be able to be made, it will explain that we are full. In this case please get in contact with us to discuss how we can move forward/help you.

Terms and conditions will be part of the booking process.

### **Permanent place:**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether or decrease their day’s/hours, one month’s notice in writing is required.

- **Ad hoc booking**

We will accept “ad hoc” (temporary/occasional) bookings if there are places available. If a temporary place has been booked and is no longer required you will still be charged for this place.

### **Fee structure**

Fees are payable in advance (monthly) and can be paid by childcare vouchers or a debit/credit card (and pupil premium) - this is all done at the time of the booking (online) and we cannot accept children before or after school club who have not been booked into nor can we accept children who have not been paid for.

Ad hoc bookings are payable at the time of booking.

### **Payment of fees**

Fees are reviewed annually. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

### **Refunds**

Go Go Makers does not offer refunds or exchange of days.

### **Waiting List**

The following procedure will apply to ensure that the waiting list is fair:

Places are offered on a "first come first served" basis. When all places are filled, a waiting list will be established with priority given in the following order:

1. Siblings of existing children already attending
2. Existing users who require the greatest number of sessions each week
3. All other parents/carers

If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Emergency admissions will be at the discretion of the Owner and Club Manager.

This policy was created by Emma Canning at Go Go Makers September 2017

To be reviewed September 2021