

Dunkirk Fun Club Policies

34: Admissions and Fees

****COVID addendums**

Our club is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

Admissions

When a parent/carer contacts the club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

****Children from HFC campus can only attend if there is space in the upstairs room, and children from the ABC campus can only attend if there is space in the downstairs room.**

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration Form to confirm their child's place. **The manager, or a designated member of staff (key worker), will assist the parent/carer in completing the form to ensure that the club has the fullest possible picture of the child and their needs and disposition. Staff will then contact the parent/carer to arrange a date for the child's first session at the Club. At this stage, the provisions of the Settling In policy will come into operation.**

****Parents are not allowed in the club, and children are only allowed in their allocated room bubble (ABC upstairs, HFC downstairs) meaning that the usual tour cannot take place, but both child and parent/carer will have the one way maps explained to them, and the signage around the building – from outside at a safe distance. Staff members of the relevant bubble will say hello at a safe distance, and the manager will explain policies and procedures at a safe distance, while directing parents to look at the policies on the website and refer to emails sent by Fun Club administration. Registration and payment will all be electronic.**

N.B. If the child has only just been admitted to school, a settling-in period within school of at least 3 weeks must elapse before any child is

admitted to the club, depending on the child's age and maturity. This will give the club time to assess whether or not any additional provision needs to be made to support the child within the club. During the first two weeks within the club, staff will adjust the Risk Assessments accordingly to ensure the provision for new children is appropriate.

Waiting List

To ensure that admissions to the club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- 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 procedure will be explained and then activated on the parent/carer's behalf.

****there is a Highfields waiting list and an Abbey waiting list**

- Parents/carers will be encouraged to submit their request for a place for their child to the club in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.

****Parents will have to complete their application online following a link sent by administration or management.**

- 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 have to wait before a suitable place becomes available. This information will only be an estimate 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.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Registration Form, read and sign the contract and follow the remaining steps of the admissions procedure outlined above.

****registration form is online**

- 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.

Fees

The club understands that the cost of registered childcare may seem expensive to 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 Registered Person and reviewed annually in the light of the club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant

- **Payment of fees should be made a month in advance via school gateway, paying by the 5th of the month.**

- Parents/carers wishing to negotiate payments or any other alteration to the standard fees policy should arrange a meeting with the manager at the earliest possible opportunity.

- If the fees are not paid by the 5th of the month, the club will notify the parent/carer in writing to request payment at the earliest possible opportunity.

- The notification will also outline that if the fees are not then paid by the 10th of the month the following weeks' (or closest to) bookings will be cancelled until they pay. And, if they still haven't paid by the 15th of the month, their child's place will be offered to the next child on the waiting list. Once paid, they will be reinstated if there is still space.

****Payment of fees should be made by the 5th of the month. If the fees are not paid by the 5th of the month, the club will notify the parent/carer via email to request payment at the earliest possible opportunity, with a further warning on the 8th of the month. If the fees are not then paid by the 10th of the month, their child's place will be offered to the next child on the waiting list.**

- The manager has the right to issue a formal warning 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. Under exceptional circumstances, the manager may agree to allow the child to continue attending the club for the remainder of that week.

NB: Termination of a Childcare Place

DFC will cancel a childcare agreement when a parent/carer does not fulfil his or her obligations repeatedly (**3 times in a term**)

- late pick up after 6:00pm
- repeated late payments
- non-attendance of a booked place where notice was not given to cancel.

***non attendance does not apply at this time**

- Parents/carers are encouraged to speak to a member of staff or the manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a 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.

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****COVID addendums: 03.09.20**

By Linda Moualek and Jamie Curtis

Next review date: October 2020