

# Dunkirk Fun Club Policies

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## 40. Dunkirk Fun Club Cancellation Policy

### **\*\*COVID addendums**

Dunkirk Fun Club (DFC) requires bookings and cancellations in advance. This policy outlines the information parents need to know to make decisions about their child's before and after school care.

### **Bookings**

**ALL bookings must be made 24 hours in advance.** Parents/carers are requested to book a term in advance. Parents/carers may contact DFC to see if there are any spare places a minimum of 24 hours in advance. If staffing has been allocated to specific number, additional places cannot be allocated that would take the number of children over ratio.

Bookings are made on a termly basis. Bookings are made for the day over the term not the date e.g. a Monday booking will be for every Monday that term. This is to secure the place at DFC for the term.

**\*\*Due to COVID bubbles, we cannot have different children in at the end of the week to the beginning of the week, so all parents are paying for 5 days a week regardless if they attend for the full 5 days or not. Holidays are not charged. Bookings are made termly, for 5 days a week for the whole term. Payments are taken on a monthly basis as per our admissions and fees policy.**

A waiting list is in operation.

### **Cancellations**

**Cancellations must be made 24 hours in advance.** Any cancellations made less than 24 hours in advance of the session (including the morning of the session) will incur a full place charge to cover staffing costs. This means that a cancellation for an after school place must be made by 3:30pm the previous day or **a full charge will be incurred.**

Emergency bookings/cancellations will only be considered in exceptional circumstances (serious accident/immediate family bereavement). We are sorry but late buses/ late meetings or lectures, roadworks and other similar situations do not count as exceptional cancellation circumstances.

A request to cancel a booking can be made in one of the following ways:

- call DFC to cancel via the school office (8:30-4:30pm)
- send DFC a notice to cancel in writing indicating the intention to cancel the booking (via the school office)

If a parent/carer cancels more than 3 separate sessions in a term then the childcare place will be cancelled and offered to the next name on the waiting list. Unless the parent/carer is still willing to pay for the sessions that they have cancelled.

**\*\*During this time the cancellation policy does not apply. While a parent can cancel by letting the club know their child will not be attending, they will still be charged 5 days a week regardless if they attend or not.**

### **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.

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

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*COVID addendums: 03/09/2020*

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