



Booking Policy

High Five After School Club is an Ofsted-registered childcare provision. All places are offered on a **first-come, first-served basis**. While we aim to be as flexible as possible, we kindly ask that all parents and carers familiarise themselves with the following booking terms and conditions.

Booking Procedures

Contract Bookings

All our families must have a contracted space with us. These are designed to give our families an ongoing secure booking for the **same sessions each week**.

- Once a contract is set up, it will run on a **rolling month-to-month basis** until 6-week written notice is received to cancel.
- A contract guarantees your child the same days each week, and these sessions will be reserved exclusively for you. You may book ad hoc sessions as and when you need, if spaces are available.
- Fees are payable **monthly in advance**, and each month must be paid in full.
- **No refunds** can be given for missed sessions due to non-attendance.
- Contract bookings **cannot be amended**, paused, or swapped.
- **Six weeks' written notice (not including school holiday periods)** must be provided for any permanent changes or cancellations. Notice must be emailed to admin@highfiveafterschoolclub.co.uk.
- If no places are available, children can be added to the waiting list, and parents/carers will be notified when a space becomes available.

Ad-Hoc Bookings

Ad-hoc sessions are available only to families who already have contracted bookings of at least one day a week. This provides flexibility for our families with varying work patterns and can be booked subject to availability.

- Once an ad-hoc booking has been made, a **confirmation email** will be sent. This email confirms the place, and **payment must be made before the booked session**.
- Any amendments or cancellations to ad-hoc bookings can be made via the **online booking system** or by contacting Head Office. This ensures your child is removed from the register for that day.
- Please ensure you book the **correct school location** for your child. Any changes required after booking may incur an **administration fee of £5.00**.
- If no places are available, your child can be added to the **waiting list**, and you will be informed as soon as a suitable place becomes available.



- Bookings cannot be transferred or swapped to another child or sibling.

Making an Add hoc Booking.

- Bookings for after-school sessions can be made **up until 2:30pm on the day of attendance.**
- If a child arrives at the club without a confirmed booking, they will be sent to the school office to confirm childcare arrangements.
- It is the responsibility of parents/carers to ensure bookings are completed online and that a **confirmation email has been received.**
- If High Five staff are required to add a booking on your behalf, a **£5 administration fee** will apply.

Fees and Payments

Payment Schedule

- **Contract bookings:** Paid monthly in advance. All payments must be received by the **1st of each month.**
- **Ad-hoc bookings:** Payable at the time of booking.

We do **not accept cash payments.** Fees can be paid using the online payment options available on our website. The setting also accepts all **childcare vouchers.**

Please note:

- Fees are charged for all **booked sessions**, whether attended or not.

Late Payments

We understand that from time-to-time families may experience unexpected financial difficulties. While late payment charges are in place to ensure the smooth running of the club, we encourage parents and carers to contact us as soon as possible if they are having any problems making a payment. Early communication allows us to discuss the situation and, where appropriate, consider supportive and reasonable arrangements. We are always here to help and work with families to find a solution wherever possible.

- Late payment charges of £8 per day, per invoice will be added **after 48 hours** from the invoice payment date. (1st month)
- High Five After School Club Ltd reserves the right to **refuse childcare** where invoices remain unpaid.
- For childcare voucher payments, we will allow **five working days** for funds to be received after the payment date before any late charges are applied.



If fees remain unpaid:

- Parents/carers will be contacted via email, text, or phone.
- After 24 hours without response, £8 per day will continue to be added.
- After seven days of non-payment and unsuccessful communication, childcare will be withdrawn and **legal action may be taken**.

Any unpaid debt may be referred to the **Small Claims Court**, with the following charges added:

- Full outstanding balance (including late fees)
- £105 Small Claims fee -(issue fee and hearing fee)
- Possible outcome: County Court Judgement (CCJ)

If you are experiencing financial difficulties, we strongly encourage you to contact the Directors Sam and Becky as soon as possible. Requests for adjusted payment arrangements will be considered on an individual basis.

Session Fee Reviews

Session fees are reviewed annually in **September**. Parents/carers will be given **at least one month's notice**, with changes generally implemented from **1st September**. Additional reviews may occur during the year; where this happens, we will provide as much notice as possible (minimum one month).

Childcare Vouchers

We accept childcare vouchers. Details can be found on the online booking form and our website. All vouchers must be confirmed as being on their way by the **1st of each month**, allowing five working days for receipt.

Drop-Off and Collection

- The club opens at **3:10pm**, Monday to Friday. Staff are unable to accept children before this time.
- The club closes promptly at **6:00pm**.
- Regular Late collections may incur a charge of £10 for every ten minutes, per family. While we understand that unforeseen delays may occur and will not be charged however persistent late collections will not be tolerated and may even result in your child's place being withdrawn.