

Booking, invoicing and payment procedure for Wrap Around Care at Roxton C of E Academy.

Purpose:

This procedure outlines the process and particulars for booking, invoicing and paying for sessions at Roxton C of E Academy Wrap Around Care service(The Treehouse). This outlines the process to ensure equality and a uniform approach to prevent discrimination.

For information on the particulars regarding pricing please refer to the 'Wrap Around Care pricing procedure for Roxton C of E Academy'.

Booking sessions:

All booking of sessions must be made through the school office either by handing in a printed and signed form, over the phone or via email. Parents/carers must complete and sign the booking form at their earliest convenience. The booking forms must be received prior to the child's first session when block bookings are made.

When Ad-hoc or emergency bookings are made, the completed and signed form must be received as soon as possible by the school office following the booking being made.

If the child is going to be absent from any session please inform the Wrap Around Care lead via Class Dojo or the School office as soon as possible to enable all Health and Safety procedures to be satisfied. If they will be late or absent from a Breakfast club, please contact Mrs Goymer on Class Dojo as a matter of urgency.

Breakfast and Afterschool clubs (excluding 1 o'clock club on a Friday)***Block Bookings:***

Parents/carers can prebook their child into Breakfast club or After school Club in a block booking meaning a set routine of sessions through the week i.e. every day or a routine such as every Monday, Tuesday, Wednesday. Once agreed, this booking will be honoured by the school and parents/carers until the end of the school year or until changes/cancellations are made by the parents/carers.

Prepaid/Unplanned block sessions:

It is possible to purchase a block of 5 sessions on a prepaid/undated basis. These sessions are purchased and paid for prior to use but at the cost of a prebooked session. These sessions can be booked on an ADHOC basis and must be used within the half term they are purchased unless agreement to carry sessions over is made between parent and Wrap Around Care lead.

Ad-hoc bookings:

Ad-hoc bookings i.e. occasional, non-preplanned bookings, must be made prior to the sessions. For Breakfast club ad-hoc bookings must be booked before 7pm the day before the session is required or on a Friday if the session is required on the Monday morning. For Afterschool Club, the ad-hoc booking must be made by 3:30pm on the day the session is required.

In the event a parent/carer wishes for regular ad-hoc bookings to be made, i.e when they work shifts and require a regular fortnightly booking, the parent/carer should be encouraged to pre-book these sessions adding all dates required to the booking form and pre-book a half-term at a time or more.

This will allow for planning to be effective with regards to supplies of food and resources.

Friday afternoon 1 o'clock club

Childcare is provided on a Friday afternoon for children of working parents only. There is a small cost to cover staffing and snack provided.

Bookings are to be made in the same way as Wrap Around Care sessions during the week as above.

Block bookings -

If a pupil is booked in for the whole half term, the fee is reduced. However these sessions are not transferable and sessions unused will still be charged for.

ADHOC bookings -

Sessions can be booked on a week by week basis and bookings should be made prior to the start at 1pm on a Friday afternoon. These sessions are payable on the day in cash only and at a slightly higher rate.

Emergency bookings:

At the Wrap Around Care service, we understand that not all eventualities can be planned for and there may be occasions whereby a parent/carer finds themselves in-need of making an emergency booking for use of the Wrap Around Service.

In this event, parents/carers must make contact with the school as soon as possible and we will make every effort to accommodate their needs. If the need is for emergency use of the Breakfast Club, the parent/carer must make contact with Mrs Goymer via Class Dojo prior to the start of Breakfast Club (7:30) so that she can ensure she has the provision available and comply with the health and safety procedures necessary.

Following the emergency booking of a session at Wrap Around Care, the parent/carer must complete and sign the booking form as well as paying in cash or cheque to ensure that all records are kept and agreements honoured.

Changes and/or cancellations:

Bookings will be honoured once confirmed by the school and it is an expectation that the parents will ensure that the school is kept up to date with any changes.

All prebooked bookings are non-refundable and non-transferable. Invoices will be sent as outlined below whether the sessions are used or not.

Where a cancellation is required to a pre-booked session (block or pre-planned sessions, excluding Friday afternoons) the Wrap Around Club requires 2 weeks notice to be served. All sessions booked up until the end of this period are chargeable whether used or not.

Inclusions and exclusions:

All bookings made will be honoured by the service once agreed and the expectation is that parents will inform the school of any changes as soon as possible.

Where a child is excluded from the Wrap Around Care service, any sessions booked will be cancelled by the school and will not require a notice period. In this event, as outlined in the Wrap Around Care behaviour procedure, all attempts will have been made to cater for the child's needs and an exclusion will only have been made with agreement from the Head Teacher and as a last resort.

As outlined below, where payments are not received by the required date and where the parent/carer is unable to resolve any issues regarding payments, the Wrap Around Care service reserve the right to serve a 2 weeks notice period and consider refusing further bookings.

In the event a parent/carer has issues with payments or funding, they are encouraged to approach the school at the earliest opportunity and discussion can be had to try to find a resolve. This will be dealt with in the strictest confidence.

Sessions cancelled by school or when the club is closed for training.

When a payable session is cancelled by the school or in the event the school or a class is closed for pupils i.e school strikes, or when the club is closed for staff training, any bookings that are made are not charged for.

Invoicing:

Invoices for block bookings will be sent to the parents/carers at the end of each half term and will be required to be paid prior to the beginning of the following half term.

Invoices for pre-planned sessions, as outlined above, will be sent to parents/carers at the end of each half term and will be required to be paid prior to the beginning of the next half-term.

Payment for all ADHOC sessions is required by the end of the session either in cash or cheque. The school cannot accept BACs payments for these sessions at present.

Where a prepaid/unplanned block of 5 sessions is purchased, cash/cheque payment is required prior to the start of the first session unless booked before the invoicing date prior i.e dates booked are after the end of the current half term.

Payments:

Details of where payments can be made will be on each invoice as well as the date when payment is required and contact details for whom to discuss challenges with.

The school can accept childcare vouchers and tax-free childcare payments and in certain circumstances, where the child is eligible, can accept payment through the 'free-childcare- scheme (usually up until the child is 5 years old).

If parents/carers have any issues with making settling the invoice, they are encouraged to contact the school office, Wrap Around Care Lead or Head Teacher at the earliest opportunity for a discussion around support.

Late payments may incur charges and so if parents/carers find themselves with a challenge to settle their invoice on time must contact the school office as soon as possible.

A late fee or refusal of bookings may be applied to those who repeatedly miss the required date for payment. Notice of this will be given prior to the next invoice being issued.

Written by the Wrap Around Care Lead.

Date: September 2021

Reviewed: September 2023.

Reviewed January 2024.