



KOOSA Kids

Bookings and Admissions Policy

The following outlines the Booking and Admissions policy for KOOSA Kids holiday, after school and breakfast clubs. It should be read in conjunction with our standard terms and conditions of booking which can be found at www.koosakids.co.uk/termsandconditions.aspx. Additional terms and conditions are also in place for our permanent breakfast and after school club users.

KOOSA Kids always strive to provide places at each of our clubs but there may be times when places are full and the club operates a waiting list (see waiting list procedure below).

The following outlines the ages of children accepted per KOOSA Kids club type and the booking deadline for places:

| | Ages | Booking Deadline |
|-------------------|--------------|-------------------------------|
| Holiday Club | Ages 4 to 13 | 6.00pm the working day before |
| After School Club | Ages 4 to 12 | 6.00pm the working day before |
| Breakfast Club | Ages 4 to 12 | 1.00pm the working day before |

Working Families Tax Credit

As an Ofsted Registered Childcare provider, we both encourage and actively support eligible parents/guardians claiming and taking up the childcare element of the Working Tax Credit.

Please call KOOSA Kids on 01276 21884 for a list of Ofsted Registration Numbers required for claiming Working Tax Credit. Please call working tax credit directly on 0845 300 3900 for information eligibility for Working Tax Credit.

Childcare Vouchers

As an Ofsted Registered Childcare provider we are able to accept all types of childcare voucher for payment towards places at any KOOSA Kids club. We are currently set up with most childcare voucher providers, but please contact KOOSA Kids for specific information.

BOOKINGS

Parents/guardians must contact KOOSA Kids about all places required in advance and by the booking deadline, and these must be paid for in advance to secure the places. Children who have not been booked in advance will not be able to attend our clubs.

All bookings or registration enquiries must be made by calling the KOOSA Kids office on 01276 21884. Bookings can be made online at www.koosakids.co.uk

Holiday Club Bookings

Please refer to our website www.koosakids.co.uk or call our office on 01276 21884 for the latest information on dates, locations and prices. We are able to give all parents/guardians the opportunity to book three holiday periods ahead e.g. Easter, May Half Term and Summer dates will be available for booking the preceding February, and then October Half Term, Christmas and February Half Term dates will be available for booking the preceding September.

Places are issued on a first come first served basis, and are confirmed on receipt of full payment.

Please refer to our standard terms and conditions located at www.koosakids.co.uk/termsandconditions.aspx for the holiday club cancellation policy

After School and Breakfast Club Bookings

Our after school clubs and breakfast clubs can be booked both on a 'permanent/guaranteed' or 'casual/as and when' basis.

Permanent After School and Breakfast Club Bookings

If your childcare requirements are permanent, ongoing and for the same days of the week, we strongly recommend signing up to our 'Permanent Places Agreement'. This allows us to pre book (and therefore guarantee) your child's places within our breakfast or after school clubs, giving you the reassurance that the places you need will always be available to you.

A 'permanent' place is considered to be a booking, for the same sessions (e.g. Monday, Wednesday, Friday) for a full half term period.

All 'permanent places' are pre booked in half term periods and all places must be paid for by the last working day before the next half term period starts.

Every session that falls within the permanent booking must be paid for, even if a session is known to not be required

A minimum notice period of half a term must be given to cancel a permanent place. Any notice to cancel must be made in writing (email or recorded letter) and will be acknowledged on receipt, and can only be accepted at the end of a half term period. You will be liable for all fees due under the period of notice, even if your child stops attending. There will be no refunds or credit notes for cancelled places. If places are paid for by childcare vouchers or other means on a monthly basis, any outstanding balance on the account must be settled in the event of cancellation.

We strongly recommend that if you have younger siblings who are not yet of school age, but you may wish to attend in the future, to put their names on our waiting list (see below) at the earliest opportunity.

Casual After School and Breakfast Bookings

Once all the permanent places have been offered, any remaining places at the club will be available to book on a first come first served basis (casual places).

The cut off point for casual after school club bookings is 6.00pm the working day before, and for breakfast clubs the cut off point is 1.00pm the working day before, subject to availability.

Absences from our after school club only and for any reason, must be reported to the KOOSA Kids office either by calling 01276 21884 or by emailing info@koosakids.co.uk by 11.00 am on the due date of attendance at the latest.

FEES AND CHARGES

Please refer to www.koosakids.co.uk for up to date information on prices for KOOSA Kids holiday, after school and breakfast club sessions.

Places booked at all KOOSA Kids clubs must be paid for in advance, and payment can be made using a debit or credit card or by childcare vouchers. If you choose the childcare voucher option, please initiate payment with your chosen childcare voucher provider immediately as once this option is selected we require payment within 3 working days.

Late Collection Charge

If any child is collected from a holiday or after school club after 6pm, there will be an immediate charge of £8 per child, and an additional £8 per child will be charged for every half an hour that passes up until collection.

Late Booking/Booking Alteration Administration Charge

Bookings made after the allocated booking deadline for each club (see above) may be processed at the discretion of KOOSA Kids. This is subject to availability and reasonable notice, and will incur an administration charge of £5.

Alterations cannot be made to after school and breakfast club bookings. For holiday club bookings, alterations will only ever be made subject to availability and with a minimum of 7 days notice. KOOSA Kids reserve the right to charge an administration fee of £5 for this service.

WAITING LISTS

Waiting lists are only in place for our after school and breakfast clubs. Many of these clubs do run close to or at capacity, and therefore if you are a current user and looking to change your requirements or you are looking to book your child into KOOSA Kids for the first time, we strongly recommend adding your name to our waiting lists at the earliest opportunity.

KOOSA Kids currently operate two waiting lists, the *Current User Waiting List* and the *New User Waiting List*.

The **Current User Waiting List** applies to children who attend on a Permanent Places Agreement, and consists of the following:

- Children who currently attend KOOSA Kids who need to increase the days they attend
- Children who currently attend KOOSA Kids who will be changing schools (including transfer from infant to junior) and require a change in transport method to attend the club
- Siblings of children who currently attend KOOSA Kids (this only applies if the sibling who currently attends will still be in attendance when the new sibling starts)
- Children who currently attend KOOSA Kids who wish to change the days they attend

The **New User Waiting List** applies to children whose parent/guardian wishes for them to attend the club on a Permanent Places Agreement, and consists of the following:

- Children who do not currently attend any KOOSA Kids club
- Children who attend KOOSA Kids but who are not currently attending on a Permanent Places Agreement

Is there a priority for places at the club?

Children on the Current User Waiting List have priority over children on the New User Waiting List, and priority for any places that become available at our clubs are allocated as follows:

- Children who require places for the most number of days per week.
- Siblings of children who currently attend KOOSA Kids.
- Priority may also be given to those children who attend the host school at which the club is situated, regardless of which waiting list they have been added to.

If a situation arises where more than one parent/guardian has identical requirements, priority will be given to the parent who returned their Waiting List Registration Form on the earliest date.

How do I put my child on the waiting list?

The parent/guardian is required to complete a **Waiting List Registration Form** in order for their child to be added to a waiting list, and these are emailed to the parent/guardian on request.

A child is then placed on the relevant waiting list in the order of the date that the completed 'Waiting List Registration Form' has been received by KOOSA Kids. Receipt of the 'Waiting List Registration Form' will be acknowledged by email. Please do not assume that your child is on a waiting list if you have not had acknowledgement that we have received your form.

The parent/guardian is responsible for ensuring that all contact details held by KOOSA Kids are up to date to ensure that contact can be made with regards to available places.

How and when will my child be offered a place?

Places at the club are subject to availability and we cannot guarantee that a place at the club will become available by the date that you have requested. We will inform you at the earliest opportunity if we do have a place

The communication of an offer will commence with an email, and if no response is received by KOOSA Kids within 24 hours of sending the email, this will be followed up by two phone calls to verbally offer any places that have become available. The deadline date for the offer will be outlined in the original email.

If we have not heard back from a parent/guardian having emailed and called by the deadline date outlined in the original email, then we will assume that the places are no longer required and remove the child from the waiting list. An email will be sent by KOOSA Kids to confirm removal from the list.

If you are waiting on a space at one of our clubs and are likely to be un-contactable for a long period (e.g. holiday abroad) we would advise informing KOOSA Kids prior to the period of time you will be un-contactable.

What do I do once my child has been offered a place?

Once you have been offered a place at the club, immediate payment is required to secure your places for the forthcoming half term period. If your child is on the new user waiting list or you do not currently hold a valid 'Permanent Places Agreement' for the child being offered sessions you will be required to make full payment for all sessions being offered. If you currently hold a 'Permanent Places Agreement' for the child being offered sessions and your child is on the current user waiting list, you will be required to make immediate payment of 25% of the total cost of all new sessions offered (those sessions not listed on your current 'Permanent Places Agreement'). You will be sent all the relevant 'Permanent Places Agreement' paperwork to be signed and returned. Your permanent places will be confirmed once we have received your signed 'Permanent Places Agreement'.

We will endeavour to offer the parent/guardian all the places that they have requested, however if this is not possible, we will offer those places that we do have in line with their requirements, and if requested by the parent/guardian, keep them on the waiting list as a priority until the remaining places become available.

If the parent/guardian chooses to accept only some of the places offered to them, that is, if they accept less days than they had originally requested in their Waiting List Registration Form, this could result in us withdrawing the original offer and moving them down the waiting list priority.

What happens if I don't require the places I am offered?

The parent/guardian has the right to refuse any places offered for their child, however this will result in them being removed from the waiting list and an email will be sent to confirm removal from the list.

If the parent/guardian wishes their child to remain on the waiting list for a future booking period, they will need to complete a new Waiting List Registration Form and the terms and conditions outlined within will apply to the new form

Can I check my position on the waiting list?

We are very happy for you to phone us to check your position on the waiting list, and you can do so by calling our office on 01276 21884.

Please remember that your position on the waiting list could be subject to change as per the section on waiting list priority previously mentioned.