



# Bookings, Charges and Cancellation Policy

## Aim

- To provide an integrated process for parents, with regard to making and cancelling bookings and paying fees.

## Bookings

- All bookings are to be made through the Administrator or in their absence the Senior Manager or Senior Deputy Manager.
- If places are available, additional bookings can be made in advance.
- In exceptional circumstances and if places are available; additional bookings can be made at short notice, i.e. on the day.

## Cancellations

- We charge a reduced fee of 50% of the sessional rate for any cancellations.

## Charges

- Fees will be payable in full, weekly or monthly in arrears by the due date shown on the invoice.
- Fees can be paid by cash, cheque, standing order or BACS.
- **All monies should be paid directly to the Administrator, Senior Manager or Senior Deputy Manager ONLY.**
- There will be a 'late collection' fee of £30.00 incurred if a child is collected after closure. The Oasis Management Committee reserves the right to cap a child's finishing time if late collection at 6pm becomes an ongoing issue.
- If parents/carers persistently collect their child later than the agreed collection time, a late collection fee of £30 will be charged at the managers discretion.
- In the event of a fee being charged for a trip, this fee needs to be paid prior to the trip.

## Non-Payment of Fees

- If fees are still outstanding after one month a statement will be sent to parent/carer.
- If fees are still outstanding after a further two weeks, a letter will be sent out from the Management Committee stating that:  
The parent/carer should come in and see the Senior Manager to discuss a payment plan. The payment plan will need to show that the parent/carer can fund existing childcare costs plus pay a weekly amount off the debt until it is cleared.

- Funded children will be restricted to attending for funded sessions only until the debt is cleared.
- Parents who fail to clear their childcare fees will be required to pay in advance for any future childcare.
- If all else fails we will take small claims court action.

### Holidays

- Planned holidays can be taken throughout the year, with one month's notice in writing, with no payment costs incurred.

### Settling Sessions

- We charge a reduced fee of 50% of the sessional rate for all settling sessions.

### Illness

- We charge a reduced fee of 50% of the sessional rate for any illness.

### Closures

- Oasis Childcare Centres will close for Christmas and New Year in line with the school holidays so as to minimise the impact on parents.
- Oasis Childcare Centres will close for all Bank Holidays.
- Oasis Childcare Centres will close annually for the last two full weeks of August.
- Unexpected closures i.e. due to snow, fees will be adjusted accordingly.

### Monitoring

- The Senior Manager and Administrator will monitor the above on a weekly and monthly basis.
- Parents/Carers will be given at least one month's notice of any changes in the fee structure.
- Fees will be reviewed annually by the Management Committee.

Adopted by The Oasis Management Committee on: 07.08.2024

Representative of Management Committee Signature: Laura Trudgeon

Review Date: August 2025