

Richmond Hillbillies Policies and Procedures 2020/2021

Richmond



Hillbillies

Admission and Fee Policy

Hillbillies is committed to operating a fair and open admission system. We offer a quality childcare service at competitive fees. We encourage eligible parent/carers to take advantage of the financial support offered through the childcare element of the Working Tax Credit, childcare vouchers and any other schemes.

Booking a Place

Parents/carers are strongly encouraged to bring their child for a visit to the club before they start so they can see a typical session, meet the playcarers and receive relevant information about the club. Parents/carers are given a Hillbillies prospectus and information on childcare tax credits and childcare vouchers. Parent/Carers are asked to complete a registration form, consent form and a payment agreement before the child attends the club unaccompanied for the first time.

Places may be booked on a regular or occasional basis. We aim to provide a flexible service to as many families as possible.

Priority is given to the following groups of children:

Before and After School Places

1. Children of RHPS staff
2. Children who attend on regular days each week
3. Siblings of children who already attend the club
4. Children attending Richmond Hill Nursery
5. Children with working or training parent
6. Any other children

Waiting List

If a place is not available or not needed immediately, then the child's name will be put on a waiting list. Basic contact details will be taken, also details of sessions required. The club manager will contact the parent/carer when a place becomes available for their child. The above priorities will be considered when assessing who will be given the next available place.

Notice for Before and Afterschool Clubs

One full months paid notice is required to **permanently cancel** your arrangement with Hillbillies. Fees apply if your child is sick or unable to attend for any reason. The charge relates to the place being held and not the actual attendance.

The club is closed on school holidays, bank holidays and teacher training days and no fee is charged for these days.

Non-attendance

Parent/Carers are expected to inform us of any non-attendance. This includes non-attendance for any school based activity or trip.

Children will not be able to attend Hillbillies if they have not attended school that day due to illness. If a child becomes ill during a session we will contact the contact person listed on the child's registration form. (See illness policy)It is essential we have up to date contact details

Fees and Payment

Parents will complete a Payment Agreement when registering their child. This states details of how payments will be made and when.

Before and Afterschool fees can be paid weekly or monthly (4 weekly) using the ParentPay system, or at a Paypoint Outlet if you have requested a card. Monthly fees are payable in advance on the 1st of each month. Weekly fees are to be paid by Friday each week.

Late payments will incur an interest charge @ 10% per week overdue so parent/carers are asked to speak to the club manager ASAP if there may be a problem with a payment of fees. The persistently late payment of fees may lead to the loss of the child's place.

Fees will be reviewed annually in April with any increases starting in June.

Parent/carers will be given 4 weeks' notice of any increases in fees.

The rate from June 2017 is as follows:

Beforeschool - £4.50 - 10% sibling discount*

Afterschool- £7.50 - 10% sibling discount*

***Sibling discount is available for siblings from the same household only**

An afterhours fee of £5.00 per child for each $\frac{1}{4}$ hour after the stated club finishing time will be charged for persistent late collection of children, or at the discretion of manager, depending on the circumstances. Please Note. New opening times: After school 14.50pm - 17.30pm

Help with Childcare Costs

Financial support through the Government schemes is available to help working families with their childcare costs. To support parents to decide which childcare scheme will best support their family the Governments **Childcare Choices** website will provide all the information parents need to understand what is available to them.

If you require more information on 'Help with Childcare Costs' you can contact

The Families information Service **Freephone 0800 138 4568** operates Monday to Friday 9am to 5pm Email fis@doncaster.gov.uk