



BOOKINGS POLICY

This document details Simply Play's Policy and processes in relation to bookings, fees and payments.

COMMUNICATION

Simply Play will provide appropriate information about clubs and their operation, to enable parents to make informed choices about each club and when to book. This will be provided through a number of sources; including social media, website, e-mail and poster in clubs (please ensure that you are following us on Facebook or Twitter).

We may need to contact you in an emergency. Please ensure that you keep your own contact details and your emergency contacts' details, up to date – especially mobile phone numbers, which do sometimes change.

REGISTRATION

Registration is open all year round. The annual membership fee, due each academic year, is £20 per family (we can claim back 25% of this from HMRC via "Gift Aid" – this costs you nothing, so we would appreciate you authorising this).

Once registration forms have been processed, each family will be set up for the online booking system and allocated a unique customer reference number.

BOOKINGS

All bookings **must** be made through the online booking system.

1. The booking system has a 48 hour cut off, to enable us to plan for staffing and ratios, so *please plan ahead*. In emergencies the office may be able to take a short-notice booking, if there are still any places remaining (telephone and e-mail bookings will incur an administration fee).
2. Bookings must be made in advance. Un-booked children cannot be accepted by staff at clubs or school pick-ups, as this affects legal ratios and is unsafe for the children. Un-booked children will be left with school staff and parents contacted to arrange their collection.
3. Places are offered on a first come, first served basis, depending on availability at the time of booking: long-term bookings offer more security; shorter-notice bookings carry a greater risk of being full. Membership does not guarantee a place.
4. **Pre-booked places are only provisional, until they are paid for. Provisional bookings must be paid for, at the latest, 72 hours before the booked date, otherwise they will be automatically cancelled and deleted from our system.**
5. Bookings on the online system can be cancelled up to 48 hours in advance. Within 48 hours

bookings cannot be cancelled and will still be charged at the normal rate. **For safety reasons**, though, the office or club must be informed if a booking will not be used. This is to avoid any confusion and avoid a child being reported as missing.

6. Bookings are non-transferable. Unwanted bookings must be cancelled and a replacement booking made.
7. Simply Play is committed to provide continuity of services wherever possible. In the event of circumstances outwith our control, eg. building closures or adverse weather, we will do our best to offer childcare at an alternative venue - please monitor our social media feeds for updates at these times. Alternative venues will be provided to the best of our ability, dependant on local circumstances and notified to parents as soon as is practically possible by social media and/or local radio. On these occasions, customers will be expected to make their own arrangements to access these venues (in the case of school closures/holiday periods) or arrangements may be made, by the organisation, to transport children from school, to an alternative site, if appropriate. In these exceptional circumstances, including when buildings are closed outwith our control, eg. adverse weather, refunds/credits are not available. Where all services are closed for more than 3 consecutive days there will be no charge and credits given.

FEES

All childcare fees are strictly due in advance. With long-term bookings, payment must be made **72 hours** before the date of each booked session or it will be automatically cancelled and deleted.

All online payments are securely processed via PayPal.

Simply Play accepts all childcare vouchers.

Fees will be reviewed annually in April. Our current fees are available on our website; www.simplyplay.org

FINANCIAL DIFFICULTY

If you are experiencing financial difficulties, please speak to our friendly office staff, who can discuss arrangements with you.

FEE RECOVERY

Any arrears will place your membership and use of Simply Play's services, at risk of cancellation.

Arrears will be recovered through court action if necessary and the debt may be passed to a debt collection agency.

OPENING HOURS

The office is open 9am to 5pm, Monday to Friday. You can contact on 01506 856444 or e-mail admin@simplyplay.org (please note that e-mails sent over the weekend will not be read until Monday, so please do not rely on this if your enquiry relates to a Monday morning).