



## 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 services and their operation, to enable parents to make informed choices about each service and when to book. This will be provided through a number of sources; including our Childcare online Booking (CoB) site, social media, website, e-mail and posters in venues (please ensure that you are following us on Facebook, Twitter or Instagram).

**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 anniversary of joining, 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 if you are eligible).

Once online registration has been processed, and your chosen venue visited, each family will be set up for the CoB system and allocated a unique customer reference number.

### **BOOKINGS**

**All** bookings **must** be made through the CoB system.

1. The booking system will accept bookings up to 9am on the same day required (or during holidays 9am on the day before). In emergencies the office may be able to take a same day bookings, if there are still any places remaining (telephone and e-mail bookings will incur a £2 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. **Long-term bookings must be paid for, at the latest, 48 hours before the booked date.**
5. Bookings on the Cob system can be cancelled up to 7 days in advance. Within 7 days cancelled bookings 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.
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, dependent 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 will be given.

### **FEES**

**All childcare fees are strictly due in advance.** With long-term bookings, payment must be made **48 hours** before the date of each booked session or it will be automatically cancelled and deleted.

All online payments are securely processed via Worldpay.

Simply Play accepts all childcare vouchers.

Fees will be reviewed annually in April. Our current fees are available on our website; [www.simplyplay.org](http://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 us on 01506 856444 or e-mail [admin@simplyplay.org](mailto: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).