



## **EDINBURGH & LOTHIANS OUT OF SCHOOL CARE NETWORK**



### **PARENT / CARER HANDBOOK (Online) Including Terms & Conditions**

**Head Office  
Fisherrow Community Centre  
South Street  
Musselburgh  
EH21 6AT**

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May 2018

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## 1. Introduction

Welcome to ELOSCN out of school care

This handbook has been designed to give you all the information that you will need when thinking about an out of school club for your child. We would also be delighted to see you if you would like to come and visit our club.

We provide a safe, caring, fun and affordable play setting for all families of school-age children in this area. We care for children from the ages of 4 - 12 years, which allows parent / carers to undertake training or employment in the knowledge that their children are safe and happy.

ELOSCN supports children and families in the Edinburgh & Lothians through development and delivery of quality play provision. Our focus is self-directed, risk-assessed play and we aim to provide opportunities for children to have fun and develop through play. We aim to provide the settings, trained staff, and where required, the equipment to allow children their right to play.

In providing a quality service, we work hard to promote the following principles, engaging with the Playwork Principles (a copy of which is available in your club). We will ensure that:

- Every child is respected as an individual
- Each child has the right to equal opportunities
- Each child has the right to play safely
- The parent/carer/guardian is the prime carer of the child
- Family and community play an important part in each child's development

This organisation works closely with all Out of School Care Clubs in Edinburgh & Lothians and is based in the Fisherrow Community Centre in Musselburgh. ELOSCN is itself managed by a voluntary management board and all parent/carer users of the club are eligible to put themselves forward for a position on the Board. Contact details can be found on page 5 of this handbook.

All our clubs are required to be registered with the Scottish Commission for the Regulation of Care (Social Care and Social Work Improvement Scotland), who inspect and monitor provision to ensure that it meets national standards. Reports of these inspections are available to read; alternatively, parent/carers can contact the Social Care and Social Work Improvement Scotland directly to request a copy.

## 2. Opening hours

Please note the revised operating times for the 2018 – 2019 Term below. These new operating times will be updated on our website by the end of this school Term on the 29th of June 2018.

Club Name	Breakfast Club Start time	Breakfast Club End Time	After School Club Start Time (Mon -Thu)	After School Club End Time (Mon - Thus)	After School Club Start Time (Fri)	After School Club End Time (Fri)
Aberlady	07:30	08:55	15:15	17:45	12:25	17:45
Biggar			15:00	18:00		
Cockenzie	07:30	08:45	15:10	17:45	12:10	17:45
East Linton			15:10	17:45		
Law	07:30	08:45	15:05	17:45	12:10	17:45
Longniddry	07:30	08:50	15:15	17:45	12:10	17:45
Ormiston	07:30	08:55	15:15	17:45	12:25	17:45
Pencaitland	07:30	08:50	15:05	17:50	12:15	17:50
Newcraighall	07:30	08:55	15:30	17:45	12:25	17:45
Stoneyhill	07:30	09:00	14:50	17:45	12:30	17:45
Tynewater	07:30	08:55				
Wallyford	07:30	08:50	14:40	17:45	12:15	17:45
Yester	07:30	08:55	14:50	17:45	11:50	17:45

## 3. Fees

Our Club fees are listed on our website, [www.eloscn.com](http://www.eloscn.com), as well as on our online Registration Form. There is also a one-time annual registration fee which is payable each year.

Fees are to be paid monthly by standing order or childcare vouchers. If you wish to use childcare vouchers for payment, please contact the head office and they will explain the way in which vouchers can be credited to your account.

Non-payment of fees WILL result in your child's place being withdrawn. If you have any problems with payment, please contact the head office as soon as possible to discuss alternative arrangements.

If you work over 16 hours a week you may be entitled to Child Tax Credit or Working Tax credit to assist with childcare costs. For further information on this contact the Tax Credit Helpline on 0845 300 3900 or visit [www.hmrc.gov.uk/childcare/taxcredits-guidance.htm](http://www.hmrc.gov.uk/childcare/taxcredits-guidance.htm)

## 4. Contact Details

Edinburgh & Lothians Out of School Care Network  
Fisherrow Trust  
South Street  
Musselburgh  
EH21 6AT

Tel: 0131 653 0820  
email: [reception@eloscn.com](mailto:reception@eloscn.com)  
web: [www.eloscn.com](http://www.eloscn.com)

Club	Club Contact	Club Phone	Club email
Aberlady	Michele Kirk	07496-773-704	<a href="mailto:aberlady@eloscn.com">aberlady@eloscn.com</a>
Biggar	Kelly Fyfe	07535-839-354	<a href="mailto:biggar@eloscn.com">biggar@eloscn.com</a>
Cockenzie	Sharon Laing	07539-692-995	<a href="mailto:cockenzie@eloscn.com">cockenzie@eloscn.com</a>
East Linton	Shonagh McNeil	07539-692-998	<a href="mailto:eastlinton@eloscn.com">eastlinton@eloscn.com</a>
Law	Daisy Elder	07539-692-997	<a href="mailto:law@eloscn.com">law@eloscn.com</a>
Longniddry	Janine Bellany	07539-692-994	<a href="mailto:longniddry@eloscn.com">longniddry@eloscn.com</a>
Newcraighall	Amanda Bellany	07539-692-993	<a href="mailto:stoneyhill@eloscn.com">stoneyhill@eloscn.com</a>
Ormiston	Michelle Kirk	07539-693-004	<a href="mailto:ormiston@eloscn.com">ormiston@eloscn.com</a>
Pencaitland	Christine Hosie	01875-341-466	<a href="mailto:pencaitland@eloscn.com">pencaitland@eloscn.com</a>
Stoneyhill	Alison Henry	07539-692-993	<a href="mailto:stoneyhill@eloscn.com">stoneyhill@eloscn.com</a>
Wallyford	Laura Reid	07539-692-992	<a href="mailto:wallyford@eloscn.com">wallyford@eloscn.com</a>
Yester	Mandy Skillen	07539-692-996	<a href="mailto:yester@eloscn.com">yester@eloscn.com</a>

## 5. Admissions Policy and how to register

Our out of school care welcomes all children and does its utmost to accommodate everyone who would like to use the club.

- The aim of the club is to provide a safe and enjoyable play environment for children aged 4 – 12 years.
- A maximum number of children can be catered for at any one time. Priority will be given to full-time places, followed by regular part-time places and then occasional places.
- There will be a waiting list, should this be required, and parent/carers of children on the waiting list will be informed regularly as to where they are on the list.
- A Registration/Membership form must be completed for each child attending the club with an up-to-date record of the child's needs and parent/carer's contact details.
- Parent/carers will be required to sign a payment confirmation form to secure their child(ren)'s place.
- It is essential that children abide by the club rules, which will have been devised with input from the children themselves. Repeated failure to abide by these rules may result in the withdrawal of a place at the club.

Please register online by clicking the link that was sent to you in the original email. If you need any assistance in registering, please contact the office at 0131-653-0820 and we will be happy to help.

## **6. Activities and Games** what your child can look forward to

**Breakfast Club:** We ensure that each child can choose breakfast from a range of options. These will include cereals and toast. Activities at this time of day tend to revolve around free play and there is always the opportunity to sit quietly.

**After School Club:** We know that after a busy day at school, your child may well be tired and ready to relax. We also recognise that different children like to relax in different ways. For this reason, we make sure that a range of activities are available and that each child can choose what s/he would like to do. Our club offers a range of stimulating, challenging and creative play opportunities, which reflects the needs and interests of the children attending. Activities can include:

- Arts and crafts
- Free Play
- Outdoor Play
- Sports and games
- Construction play
- Computers
- Reading

Alternatively children may just want to relax with friends, listen to music or do homework. Children are involved in planning the range of activities.

## **7. A safe and happy club** our underlying principles

This club provides a quality care service where every child is respected as an individual. We feel strongly that the needs of the child should be the primary focus of the club. We will ensure that the needs of all children are met by adhering to the following principles;

### **1. FOOD AND SNACKS**

A healthy snack will be provided at the club when the children arrive. Any dietary or cultural requirements of the children will be met. These requirements can be discussed with parent/carers and noted on the Registration/Membership form.

We follow all Health and Safety Regulations in the preparation of any foodstuffs and aim to buy only good quality food.

### **2. PREMISES AND ACCESS**

The premises meet accepted standards and conform to Health and Safety Requirements as well as Fire Regulations.

We have an agreed standard of cleanliness and all members of staff take care to ensure that the premises remain clean and safe for its users.

### **3. STAFF RECRUITMENT AND TRAINING**

All vacancies will be widely advertised. Following a rigorous interview process, all those selected will undergo a PVG check. Staff will register with the Scottish Social Services Council and follow a programme of training to reach their full potential and the club will help each staff member to follow a path of continuing education and development.

Regular staff meetings will be held to maintain good communications and to review good practice. Staff will also ensure that the religious and cultural beliefs of the users are respected.

We will follow the minimum staff ratios, as approved by the Social Care and Social Work Improvement Scotland

#### 4. SUGGESTIONS AND COMPLAINTS PROCEDURE

We have a complaints policy, which is available for all club users to read. Children, parent/carers, staff and volunteers are all encouraged to express satisfaction and make suggestions or complaints, about the service provided.

We encourage suggestions from our parents and children and all suggestions are reviewed regularly with the Club Team and Head Office.

Parent/carers wishing to discuss any matters of concern should approach the Club manager or ELOSCN directly.

Alternatively complaints can be made in writing to:

Social Care and Social Work Improvement Scotland  
Stuart House  
Eskmills  
Musselburgh  
East Lothian  
EH21 7PB

#### 5. FIRE SAFETY

The Club holds regular, unannounced fire drills to ensure that all children are aware of Fire Exits and Assembly Points.

#### 6. PLAY AREA AND KITCHEN

All floors will be kept clean, non-slippery and free from any obstruction. All spillages will be cleaned up immediately. Children are never allowed in the kitchen area without supervision. All cleaning materials are kept out of reach of children.

### **8. Policies how we operate**

Our club has a set of policies, which are available to parent/carers and children to read and some of these include:

- Accident and Incident
- Admissions
- Anti-bullying
- Child Protection
- Complaints
- Confidentiality
- Equal Opportunities
- Health and Safety
- Infection Control
- Missing Child
- Outings
- Play
- Positive behaviour
- Whistleblowing

All club users can ask to see these policies at any time. All policies are reviewed on an annual basis.

## 9. Frequently asked questions

**How do I register and book a place?** We encourage all Parents and Carers to register their children online via our Registration / Membership Link. Please contact our head office and we will email the link to you.

**How does my child get to the club?** Breakfast club – parent/carer drops off child at the club. After school club – your child will either walk through from their classroom or be collected from the playground depending on your Club's procedures. Please check with your Club Manager to confirm the process at your Club. Each child will have his/her name checked against a list of those children expected that day.

**What happens at home time?** Children will ONLY be permitted to leave with a person/people named on the Registration/Membership form. Parent/carers must inform us in writing of any changes to the named person(s) so that our records can be kept up to date and for the safety of each child.

**What happens if I'm late in arriving at the end of the day to collect my child?** If a child has not been collected by 5.45pm a member of staff will call the emergency contact as detailed on the Registration/Membership form. In the event that a child has not been collected by 6.00pm, and staff have been unable to locate any of the emergency contacts, under the conditions of the Children's Act 1989 and Care (Scotland) Act 2001, the police will be called. Parent/carers will be responsible for any additional operational costs incurred because of late collection.

**What happens if my child is sick and off school?** If your child will not be attending the club as per your normal booking, a phone call should be made directly to the club as soon as possible. **IMPORTANT – Please inform the Club as soon as possible if your child develops a contagious or infectious disease.**

**What happens if my child forgets to, or simply doesn't, turn up?** When an expected child does not appear at the pick-up point or at the club, a staff member will check the school register. If the child attended school, the parent/carer will be contacted immediately. If a child is not attending the club the parent/carer should inform the club manager in advance to avoid unnecessary concern. Please see Missing Child Policy for further information.

**Should my child bring anything with him/her to the club?** Toys, games and equipment are all available at the club. Although a number of aprons are available, we do suggest that children either wear or bring old clothes to change into as many activities may involve paint or glue.

Many activities take place outside so it is important that you provide sun cream for your child. Hats and long-sleeved clothing will also help to prevent over-exposure to the sun whilst children enjoy themselves.

# YOU AND YOUR OUT OF SCHOOL CLUB

## Your questions answered

Welcome to ELOSCN out of school care.

We want to make sure that you have a great time at your Out of School Club and this information has been pulled together to help you do that.

If you ever have any other questions, please ask any of us – we'll do our best to answer them.

**What is an Out of School Club?** It's a place where you can go before or after school or during the school holidays. Your mum/dad/carer have booked a place for you to make sure that you are safe and having fun while they are either at work or on a training course.

**Who else will be there?** It will mostly be children from your own school who are aged 5 – 11 years old. Sometimes children may come from other schools if they don't have their own club.

**How will I get there?** Before your first day, you'll come to the club with your mum/dad/carer and we will talk about how you will get here. Usually we will collect you from an agreed point and you will be walked to the club. When you arrive, we'll check your name off our register.

**What if I forget to go to the club?** We'll get in touch with your mum/dad/carer and decide what to do.

**Who looks after me when I'm at the club?** We have a club manager, a play leader and a play assistant. All of these people want you to have a good time at their club. They have lots of ideas to make it fun and they like to hear your ideas too.

**What sort of things will I be doing at the club?** We have building toys, computers, books, craft stuff and we try to go outside as much as we can. We also celebrate lots of festivals like Halloween and Christmas and make sure that everyone who wants to be, is involved

**What if I don't like it?** There is always someone to chat to if you aren't enjoying yourself. Why not speak to one of the staff or your mum/dad/carer? We'll find out what you don't like and see how we can make it better for you.

**What if I'm not happy?** Again, it would be good if you had a quiet word with one of the club staff. They will listen carefully to you and then have a think about how they can make things better. Don't ever feel shy or embarrassed, everyone just wants you to feel safe and have a good time.

**I've got some great ideas about things that I want to do at the club. Who can I tell?** That's brilliant! The play staff have lots of ideas but they always like to get new ones– just let them know and they'll see if it can be done. Sometimes they might not be able to do what you want because there might not be the space or it might not be safe.



## 10. Terms and Conditions

### EDINBURGH & LOTHIAN OUT OF SCHOOL CARE NETWORK (ELOSCN) Using your Out of School Club **TERMS AND CONDITIONS**

Welcome to your Out of School Club, a member club of the Edinburgh & the Lothian Out of School Care Network. Our aim is to offer parent/carers in work, education or training a flexible service, where children can play and relax in a safe and caring environment.

Our Parent/Carer Handbook gives much of the information that you will need before using the club and is a useful reference document for once your child has joined.

Before we can accept your child into our club, we require you to have read and understood both the Handbook and these Terms and Conditions. You will be required to acknowledge that you have read and understood the Terms and Conditions when you complete the on-line registration form.

#### **Booking a place**

Places are to be booked in advance, and will only be accepted after a Registration/Membership form has been completed for each child. We encourage as many of our Parents/Carers to register their children online.

Details of the new 2018 – 2019 opening times can be found on page 4 of this document. Please note the revised operating times for the 2018 – 2019 Term will be updated on our website by the end of this school Term on the 29th of June 2018.

All sessions are subject to demand and sessions may be altered at short notice. You will however be informed of any alterations to sessions or times of operation.

You can request an additional session at short notice. However, additional sessions can only be allocated if a space is available.

If there are changes to your requirements, or you no longer require the allocated sessions, you must give 4 weeks **paid** notice to the Club Manager immediately. Failure to inform the Club Manager will result in you being charged for these sessions.

The Out of School Care Club is open every day that pupils attend school, including in-service days if demand warrants. Please ask the Club Manager for information regarding holiday attendances – **please note that only a few Out of School Care Clubs are open during part of the school holidays.**

#### **Registration/Membership forms**

You will be asked to complete an online Registration/Membership form. The form will ask for information such as the child's date of birth, emergency contact numbers, medical information, medical conditions and allergies, along with any information which you consider helpful to staff. Please allow 15 minutes to complete the registration and have Doctor and Dentist contact details to hand.

#### **GDPR**

Please note all information will be held in accordance within the General Data Protection Act. ELOSCN may have to share information from time to time, due to child protection or health issues, which we have a requirement to do. If information is required to be shared it will be done in accordance with ELOSCN's policies and procedures.

The Registration Form and the information provided will be treated as confidential and kept in a locked cabinet on the premises. Nominated staff, if necessary, may access information.

**It is your responsibility to ensure that any changes to the Emergency Contact are passed onto staff. Failure to do so may result in delays in contacting you in an emergency situation.**  
**Fees**

The fees for the 2018 – 2019 Term are as follows:

Club Name	Breakfast Club (Monday – Friday) per Session	After School Club (Monday - Thursday) per Session	After School Club (Friday Only) per Session
Aberlady	£4.00	£10.00	£19.00
Biggar		£14.00	
Cockenzie	£4.00	£10.00	£15.00
East Linton		£10.00	
Law	£4.00	£10.00	£15.00
Longniddry	£4.00	£10.00	£15.00
Ormiston	£4.00	£10.00	£15.00
Pencaitland	£4.00	£10.00	£15.00
Newcraighall	£4.00	£11.00	£15.00
Stoneyhill	£4.00	£10.00	£15.00
Tynewater	£4.00		
Wallyford	£4.00	£10.00	£15.00
Yester	£4.00	£10.00	£15.00

Our 2018 – 2019 Club fees are listed on our Registration Form and will be updated on our website, [www.eloscn.com](http://www.eloscn.com), by the end of this school Term on the 29<sup>th</sup> of June 2018. There is also a one-time annual registration fee which is payable each year.

Fees are to be paid monthly by standing order or childcare vouchers. If you wish to use childcare vouchers for payment, please contact the head office and they will explain the way in which vouchers can be credited to your account.

Non-payment of fees WILL result in your child's place being withdrawn. If you have any problems with payment, please contact the head office as soon as possible to discuss alternative arrangements.

If you work over 16 hours a week you may be entitled to Child Tax Credit or Working Tax credit to assist with childcare costs. For further information on this contact the Tax credit Helpline on 0845 300 3900 or visit [www.hmrc.gov.uk/childcare/taxcredits-guidance.htm](http://www.hmrc.gov.uk/childcare/taxcredits-guidance.htm)

### **Meals and snacks**

A light breakfast is provided for children attending Breakfast Clubs. This normally consists of toast, cereal, milk and juice. Snacks are also provided. Any dietary or cultural requirements of the child will be met, however, we follow a Healthy eating policy and will not provide any breakfasts that contain a high sugar content.

### **Sickness and Absences**

You **must** inform the Club if your child will be absent from school due to illness. Please do not send your child if they are not well, especially if they have any form of sickness or diarrhoea. We adhere to Community Health's recommendations on exclusion periods for contagious diseases. A copy of this is available for parent/carers to see. All sessions must be paid for. Please contact the office if your child(ren) has a long term illness.

### **Administration of Medication**

Club staff will only administer prescribed medication on receipt of a completed medication consent form. A new form is required each time you ask for medication to be given. All medication administered will be recorded and you will be asked to countersign this record when you collect your child.

Prescribed medication will only be accepted if:

- It is in the original container with the pharmacist's label attached
- The attached label details the child's name and has the date of issue clearly marked
- It is within the use by date

Club staff cannot accept prescribed medication that does not conform to the above.

If your child has additional needs, which may require the administration of medication on a regular basis or in emergency situations, please discuss this with the Club Manager. Specialist medication can only be administered if staff has undertaken the required training.

### **Care and Control**

Each child will be treated as an individual and their individuality will be respected and valued. It is the policy of all ELSOCN's Out of School Care Clubs to promote positive behaviour. Staff do not use any form of physical or verbal chastisement, verbal reasoning will be used, and explanations will be given as to why a child's behaviour is not acceptable. If for any reason a child's behaviour is causing concern, this will be discussed directly with you. For this reason it is important that you tell staff if your child has any behavioural difficulties. It is also important that you keep staff informed of any changes in home circumstances such as family illness, moving home, death of a pet etc., as this may affect children's behaviour.

### **Collection of Children**

Children **must** be collected by the agreed time, and by **5.45pm** at the latest. We appreciate that sometimes parent/carers are unavoidably delayed. In these circumstances you **must** contact the Club staff to inform them of the situation.

Parents/Carers of children still in attendance after their leaving time will be charged for the minimum of a session to cover the cost of additional staff required to ensure the required ratios are met. This is to ensure compliance with the Care (Scotland) Act 2001. If you are unavoidably delayed, you **must phone and let us know**. Arrangements can then be made for collection of your child.

**If a child has not been collected by the collection time and there has been no contact from parents/carers, the Club staff will use the emergency contact numbers to contact parent/carers or other responsible adults. If no contact can be made, the Club manager or senior member of staff will contact the Police.**

Children can only be released from the Out of School Club into the care of a responsible adult. An adult is classed as someone over the age of 16 years. When registering, you will be asked for the names of adults likely to collect your child. If there are any changes to the adults collecting your child you must inform the Club staff. Staff cannot release a child into the care of an unknown adult.

Once your child is signed out of the Club you are responsible for their safety and wellbeing.

### **Inspections**

Our clubs are regulated by the Social Care and Social Work Improvement Scotland and works to the *National Care Standards Early Education and Childcare up to the age of 16*. Following the inspection a written report is prepared. Once finalised, this report will be available for you to see. Wherever possible you will be informed of dates for announced inspections. Parent/carer's questionnaires may be issued prior to inspection. This gives you the opportunity to comment on the service you and your child receive from the Club.

As a way of monitoring and evaluating the service we may from time to time send you a questionnaire for completion. Your comments and suggestions are always welcomed. In addition, the views of the children are sought regularly.

### **Concerns/Complaints**

If you have any queries, complaints or concerns with regard to the way in which the Club operates, please discuss these with us in the first instance. ELOSCN has a comprehensive Complaints Policy. If, following the investigation of your concerns/complaint, you are not satisfied with the outcome; you can raise your

concerns with the Social Care and Social Work Improvement Scotland. The Social Care and Social Work Improvement Scotland is located at Stuart House, Esk Mills, Musselburgh EH21 7BP, telephone: 0131 653 4100.

### **Cancellation of a Place**

If you decide that you no longer require a place for your child you must give the service one month's paid notice in writing. ELOSCN reserve the right to cancel with immediate effect for non-payment of fees.

### **Emergency Closure**

There may be occasions when staff make the decision to close the Club. Club closure may coincide with school closures. However, there may be occasions when the Club closes and the school remains open and vice-versa. The Club may close in situations such as adverse weather conditions, breakdown of the heating system, flooding, or actual damage to the building. In this situation parent/carers will be contacted and asked to collect their children. Please note parents are still liable to pay for emergency closures as we have a duty to pay staff.

### **Trips and Outings**

You will be informed of any special trips and planned outings, and asked to sign a permission slip. On a day-to-day basis children may leave the premises for a walk, visit the shops, park, library, etc.

### **Non-attendance**

In the event of a child not turning up at the Club when booked to do so, and having had no contact from parent/ carers, staff will contact you to discuss the reasons for this. Parent/carers are therefore asked to let staff know if for any reason their child will not be attending. This applies to all sessions including breakfast. **Please do not presume that the school will inform us of children's absences. If we are unable to contact you we will have no other option than to follow our Missing Child Policy.**

### **Child Protection**

All staff have undertaken Child Protection training and are aware of its importance. In the situation whereby staff are concerned over a child's wellbeing they will follow the Child Protection Policy and Guidelines.

### **General**

Please note: These Terms and Conditions are put in place to ensure the safety and wellbeing of children cared for within the Club, and to reassure you as parents/carers that the required Standards under the Care (Scotland) Act 2001 are met, and the service is of the quality you expect. Staff in their roles are expected to adhere to the above Terms and Conditions and, whilst we are able to make special arrangements to meet the needs of individual children, we are not able to deviate from various aspects of the above, especially where health and safety, insurance, staffing and medication are concerned. Please do not be offended if staff refuse an individual request made by you.

**CLUB CHARGES (August 2018 – June 2019) All bookings for the Club must be made in advance.**

### **ANNUAL Registration/Membership Fee**

All children attending the Club are required to renew Membership with the service by the end of June each year (June 22<sup>nd</sup>, 2018). New users may register at any point in the year. This Registration/Membership fee is an annual payment and must be made on Registration/Membership. There is no reduction in the Registration/Membership fee for part-year Registration/Membership and no reimbursement of payment upon cancellation of Registration/Membership.

**All fees must be paid monthly in advance.**

There is a one-time registration fee of which is payable each year and is the same for everyone regardless of the number of sessions booked. The Registration/Membership fee **must** accompany your registration form.

Our 2018 – 2019 Club fees can be found on page 11 of this document and will be posted on our website at the end of this school term by June 29<sup>th</sup> 2018.

Fees are to be paid monthly by standing order or childcare vouchers. If you wish to use childcare vouchers for payment, please contact the head office and they will explain the way in which vouchers can be credited to your account.

Non-payment of fees WILL result in your child's place being withdrawn.

A late payment charge of £12 will be added to all accounts showing arrears on the 1<sup>st</sup> or 15<sup>th</sup> of each month depending on your selected payment date.

One amendment to your service provision is allowed within the school year (2018 - 2019) and any further changes will result in an administrative fee of £20.

Overpayments are the responsibility of the Payee and any credits must be applied for by July 2019 and an administrative fee of £20 will be applied.

If you work over 16 hours a week you may be entitled to Child Tax Credit or Working Tax credit to assist with childcare costs. For further information on this contact the Tax Credit Helpline on 0845 300 3900 or visit [www.hmrc.gov.uk/childcare/taxcredits-guidance.htm](http://www.hmrc.gov.uk/childcare/taxcredits-guidance.htm)

**Failure to pay fees will result in suspension or cancellation of Registration/Membership.**