



Breakfast and After School Club terms and conditions

1. Registration

1. All children must be registered in order to use any Sissinghurst Breakfast and After School Club service.
2. Children's registration must be completed using our booking form which is on the School website. Parents can request a hard copy from the School office.
3. Account holders must keep their child's registration information (such as contact details, classroom name, collector's details, emergency contacts and the child's needs) up-to-date to inform Sissinghurst Breakfast and After School Club of any changes.

2. Bookings

a. Regular Service

1. Sissinghurst Breakfast and After School Club regular service requires children to be booked on the same day, every week, from the time of the booking until the end of term.
2. Cancellations and changes are charged an administration fee, see sections 9 and 10 for further details and appendix for charges.
3. The regular service is designed for families with predictable childcare needs.
4. The regular service is discounted providing that the same days are booked every week throughout a term.
5. Bookings for the regular service do not roll over from one term to another and must be made on a termly basis.

b. Sissinghurst Ad hoc after school care Service

1. Children must be registered with Sissinghurst Breakfast and After School Club and have an active account with no overdue outstanding balance in order to use Sissinghurst Ad hoc after school care service.
2. Sissinghurst Breakfast and After School Club Sissinghurst Ad hoc after school care is designed for families who require greater flexibility and do not require the same days every week or families who require ad hoc places or emergency care at short notice.
The cost is £ 15 per session.
3. Sissinghurst Ad hoc after school care must be booked by calling the School office.
4. Sissinghurst Ad hoc after school care places are not discounted and must be paid at the time of booking.
5. Sissinghurst Ad hoc after school care can be booked, up to 2pm on the day that the childcare is needed.
6. Sissinghurst Ad hoc after school care bookings are non-refundable and non-transferable.

c. All Services

1. By completing a booking, the account holder confirms that they agree with the terms and conditions.

2. Account holders must ensure that all payments are completed by the due dates.

d. Notice Period (Booking in Period for Term Time)

1. Sissinghurst Breakfast and After School Club has a booking in period which closes at midday on the second Friday of each new term.
2. During the "booking in" period, Sissinghurst Breakfast and After School Club requires three working days' notice before a child can start using the service on a regular booking.
3. After the "booking in" period, Sissinghurst Breakfast and After School Club requires five working days' notice before a child can start the service on a regular booking.
4. If urgent childcare is needed before a regular booking starts, the Sissinghurst Ad hoc after school care emergency service can be used.
5. If a child who is registered with us accesses the service without a formal regular booking or without payment, Sissinghurst Breakfast and After School Club may refuse to include the child for the session and they will be taken to the school reception.
6. If a child who is registered with us but does not have a formal booking or payment is allowed to attend the session (as an exception during the booking in period only) this will be recorded as an Ad hoc place and the fee for this will become due for immediate payment.
7. If a child attends who is not known to us and does not have a formal booking or payment we will not be able to offer them a place and they will be taken to the school reception.

e. Term Time Periods

1. Sissinghurst Breakfast and After School Club runs services during the term time periods as follows:
 - a. Autumn term – September to December
 - b. Spring term – January to March
 - c. Summer term – April to July.
2. In order to access the service bookings must be made by the account holder each term.

f. INSET Days

- a. INSET Days are not chargeable and are not included in the programme.
- b. If, for any reason an INSET day has been included on a programme (for example where the date was unknown at the time the programme was planned) this will be cancelled and a credit automatically issued to the account where it is due

g. Collection Time

All children must be collected on time:

1. After school clubs – children must be collected by the advertised closing time of the club
At 5.15pm.
2. Late collection – if children are collected late from any service there is a late collection fee for each half hour or part of, see table of charges.
3. Where a late collection fee is incurred an invoice will be added to the online account in respect of the late fees due.
4. Invoices for late fees should be paid within 48 hours using Parentpay online system.

5. Where an account has outstanding invoices in respect of late fees, no further bookings will be allowed.

h. Payment Methods

a. Parentpay

1. Payment can be made by Parentpay.
2. There is no charge for payment by Parentpay.

b. Cash

1. We do not accept cash payments for regular bookings but in exceptional circumstances we can accept cash for the service if it is agreed with the School Business Manager in advance.

c. Standing Order via your bank.

Pupil premium families can access the service at a discounted rate of £1 a day for breakfast club and £2 a day for after school club

i. Terms

1. After School and Breakfast Club fees can be paid in full at the start of term or by standing order instalment plan.
2. Monthly payment instalments can be made over a maximum period of three months providing the booking has been made at the start of term.
3. Monthly payment instalments can be made over a maximum period of two months if the booking is made mid-term.
4. Monthly payment instalments are not available where a booking has been made in the last month of term and the fees must be paid in full at the time of booking.
5. Fees for all bookings and additional charges must be paid in full at least two weeks before the end of term.
6. Standing Order payment instalments must be set up by the Account Holder at the time of the booking in order for payments to be taken automatically in equal amounts on the same date each month that the Account Holder chooses.
7. Bookings will be cancelled if:
 - a. The first payment is declined or not received within 24 hours of booking
 - b. A monthly payment instalment plan is not set up within 24 hours of making a booking
7. Where a payment date falls on a Saturday or Sunday the account holder must make an allowance for the payment to be taken on another day (usually the following Monday) and ensure that the payment reaches us.
9. It is the account holder's responsibility to:
 - a. Ensure there are sufficient funds in their account to make the payment on the due

date.

- b. Inform us if a card has been cancelled and provide us with updated card details to avoid their payments being declined and avoid administration fees.
 - c. Ensure their Sissinghurst Breakfast and After School Club booking system account is cleared and the full term's fees are paid at least two weeks before the end of term.
10. Account holders and families with outstanding fees will be unable to make further bookings until all fees are paid.
 11. Outstanding fees and debts will not be carried over from one term to the following term.
 12. Sissinghurst Breakfast and After School Club is only able to alter the dates of any payment schedule once it has been set up by the account holder in an exceptional circumstance and if a request is in writing.

j. Missed, Declined and Late Payments

1. All missed, declined and late payments of any type will incur an administration fee.
2. A missed or late payment is any payment that is not cleared by the due date agreed at the time of booking.
3. A declined payment is any payment that is declined by the bank for any reason or where the payment card is not accepted for any reason when presented for payment.
4. It is the responsibility of the Account Holder to ensure that all payments are met on the due date.
5. Deferred Payment or Credit
6. We do not offer credit under any circumstances but we may be able to offer alternative payment arrangements for families facing unusual circumstances such as a delay in tax credits, starting a new job etc. Information about this can be made available by contacting our School Business Manager by email at sbm@sissinghurst.kent.sch.uk.

3. Change of Booking and Cancellations

1. All changes and cancellations for termly bookings must be made in writing with at least two weeks' notice.
2. To make a cancellation or change to a play scheme booking the request must be in Writing and with at least three working days' notice.
3. Should a balance remain after a change or a cancellation is made, it will remain in the parent's Sissinghurst Breakfast and After School Club account as a credit.
4. To change your booking please send in a new registration form which can be downloaded from the school website or a hard copy can be requested from the School office.
5. To cancel your booking please put the request in writing and send it to the School office.
6. If you are unable to download the form from the website, please contact office@sissinghurst.kent.sch.uk in the first instance with: a. Parent/ Guardian's name b. Child's name c. The days the child attends d. What changes you want to make or if you want to cancel the place completely.
7. An administration fee is charged for all changes or cancellations.

4. Credits and Refunds

1. If there is a credit on an account this may be used against future bookings.
2. Where a refund payment is required the account holder will be asked to complete a form in order to claim the payment.
3. Refund payments are made by direct BACS transfer to an account in the account holder's name.
4. Before refunds are processed proof may be required depending on the circumstances e.g. doctor's note, cancellation request)
5. Refunds/Credits are not given for:
 - a. Annual membership fee
 - b. Short periods of illness (less than two weeks for term time and less than three working days for holiday play scheme)
 - c. Family holidays or school camp
 - d. Where the service is available but the child chooses not to attend
 - e. Lost or damaged personal property
 - f. Where the service is unavailable through circumstances beyond our control e.g. school flooded, social disorder, strike days
 - g. Sissinghurst Ad hoc after school care

5. Debt Recovery

1. When fees become overdue through a missed or declined payment and a debt is incurred,

Sissinghurst School will contact the Account Holder to give them an opportunity to make an immediate payment.
2. If the Account Holder makes an immediate payment and providing it is the first time the Account Holder has missed a payment; Sissinghurst School reserves the right to waive the missed payment fee. The Account Holder must apply for this in writing.
4. If the Account Holder is unable to make an immediate payment Sissinghurst Breakfast and After School Club may offer the Account Holder an opportunity to make a deferred payment or payments to repay the amount at an agreed date. This will only be offered providing the Account Holder contacts Sissinghurst Breakfast and After School Club within 24 hours of receiving notification of a missed or declined payment.
5. If the Account Holder does not agree to make the payment on a later date and where Sissinghurst Breakfast and After School Club is unable to recover the payment, a four stage formal debt recovery process will commence for Sissinghurst Breakfast and After School Club
to recover the debt and any administration charges from the Account Holder.
6. At any stage of the formal debt recovery process the Account Holder may request an alternative payment schedule if they are experiencing financial hardship.
7. At each stage of the formal debt recovery process, if the fees remain unpaid, a further administration fee is incurred by the Account Holder and this is added to the debt.

7. Sissinghurst Breakfast and After School Club will avoid taking Court Action except in cases where:

- a. Sissinghurst Breakfast and After School Club has offered support to the Account Holder but this has not been taken up by the Account Holder
- b. Sissinghurst Breakfast and After School Club has made alternative arrangements for payment with the Account Holder that have subsequently not been honoured.
- c. Sissinghurst Breakfast and After School Club has good reason to believe that the Account Holder is avoiding or evading making payment or where an account has had more than two failed or missed payments in the past.
- d. Sissinghurst Breakfast and After School Club believes that the reputation of the School or character of the officers representing Sissinghurst Breakfast and After School Club are at risk.

Stage 1

1. If Sissinghurst Breakfast and After School Club does not hear from the Account Holder within 24 hours of the missed or declined payment a stage 1 administration fee is incurred.
2. Sissinghurst Breakfast and After School Club will: a. Write to the registered Account Holder by email to the address held on the account b. Request payment in full (including Stage 1 administration fee) within a further 24 hours.
3. If payment is received by the deadline no further action will be taken.
4. If an alternative payment date is agreed with the Account Holder and providing that payment is successful no further action will be taken.
5. If payment is not received by the deadline the debt will be progressed to stage 2.

Stage 2

1. If Sissinghurst Breakfast and After School Club does not hear from the Account Holder within one week of Stage 1 notification a Stage 2 administration fee is incurred.
2. Sissinghurst Breakfast and After School Club will: a. Write to the registered Account Holder by email to the address held on the account b. Request payment in full (including stage 1 and 2 administration fees) within 24 hours.
3. If payment is received by the deadline no further action will be taken.
4. If payment is not received by the deadline the debt will be progressed to stage 3 and the child(ren) will be unable to continue to use the service with immediate effect.

Stage 3

1. If Sissinghurst Breakfast and After School Club does not hear from the Account Holder within the next 24 hours a Stage 3 administration fee is incurred
2. Sissinghurst Breakfast and After School Club will: a. Write to the registered Account Holder by email to the address held on the account and b. Request payment in full

(including stage 1, 2 and 3 administration fees) within 24 hours. c. Inform the parent that this is the last chance to pay or seven days' notice will be given that Sissinghurst Breakfast and After School Club will take action to recover the debt through the County Court.

3. If payment is received by the deadline no further action will be taken and the child(ren) will be allowed to resume attendance at the service with immediate effect.
4. If payment is not received by the deadline the debt will be progressed to stage 4 (Court Action)

Stage 4 (Legal Action)

1. If the debt is progressed to a stage 4 action, Sissinghurst Breakfast and After School Club will commence proceedings through the County Court.
2. County Court action will be taken where all other attempts to recover the debt have failed.
3. Where County Court action is necessary Sissinghurst Breakfast and After School Club will charge an administration fee in addition to the actual amounts charged by the court directly.
4. All court fees and costs will be claimed from the Account Holder.

Administration charges June 2021 to Aug 2021

Administration Charges

Late Collection Fee (for each half hour or part of)	£ 10.00
Missed or Declined or Late Payment	£ 15.00
Debt Recovery Stage 1	£ 30.00
Debt Recovery Stage 2	£ 30.00
Debt Recovery Stage 3	£ 30.00
Debt Recovery Stage 4	£ 275.00
Cancellation/Refund of Booking	£ 10.00
Change of Booking (after school or breakfast club – same or additional number of days)	£ 5.00
Change of Booking (after school or breakfast club – reduced number of days)	£ 10.00