



## **Charlton Kings Kids Club: Terms & Conditions**

Please find below some key information relating to our Breakfast and After School clubs.

### **Fees**

Our fees and session are reviewed on an annual basis.

### **Booking in advance**

All bookings must be made directly on the Magicbooking website: <http://ckis.magicbooking.co.uk>.

To guarantee your session we advise booking well in advance. to book your required sessions well in advance. The minimum notice for booking sessions is 3 hours. Depending on numbers it may be possible to accommodate a short notice booking but this cannot be guaranteed.

You can check the details of any sessions you have booked, and instalments created by logging in to your account and accessing the 'My Bookings' section; details of upcoming instalments can be checked in this area as well.

In the unlikely event a child attends a session that has not been pre-booked the school may charge an additional late booking fee.

### **Cancellation**

We require at least 1 months' notice if you wish to cancel a place at breakfast or after school club, or the session will be chargeable. Unfortunately, where a pupil is absent through illness the session will still be chargeable.

Cancellations must be made directly online by the parent/guardian via the Magicbooking website. Cancellations made in line with the notice period will automatically generate a credit note on your Magicbooking account.

### **Signing in/out and collections**

Parents must ensure pupils are accurately signed in at breakfast club, and/or signed out from after school club on the daily register.

Pupils will only be released to adults (aged 16 and over), or in the case of an older sibling, at the expressed consent of the parent where the sibling is of an appropriate age. Where an 'unknown' adult arrives to collect your child(ren) they will be asked to provide the collection password which can be set online in your Magicbooking account.

If there is ever any doubt about the person who arrives to collect your child from after school club, the child will not be released without the staff speaking to you in the first instance.

### **Late Collection**

Please refer to our Non-Collection of Children Policy [link](#) which provides details of our late collection process and charges. Please ensure that you telephone the school and/or the CKKC mobile 07717 357406 to advise that you will be late so that staff are aware.

### **Invoicing / Payments**

Payments must be made in advance.

We accept the following methods of payment; **we do not accept cash or cheque:**

Credit card, debit card, standing order, BACS, tax free childcare voucher schemes and the government tax free childcare voucher scheme.

Where a booking covers more than 34 days, the system offers the option of creating a 'payment plan' for your booking.

The Magicbooking system will automatically generate an invoice upon the creation of your booking, and information on the dates covered for each booking will be found on this invoice and on your Magicbooking account. Charlton Kings Kids Club bank account details can be found on your invoice.

If your Magicbooking account shows an overdue amount, you will be unable to make any further bookings until the overdue amount is cleared.

Any payments made must include the Magicbooking reference number of the booking you wish the payment to be applied to. Where there is no reference there may be a delay in the payment being applied to your account.

When paying by childcare tax-free vouchers and the government tax free childcare voucher scheme there can be a delay of up to 5 working days before your payment reaches our account. This needs to be considered If your account is overdue and you would like to book more sessions. We may ask you to provide us with confirmation that you have sent a payment to enable you to book additional sessions.