



Charlton Kings Kids Club: Terms & Conditions

Fees

Our fees and sessions are reviewed on an annual basis.

Bookings

All bookings must be made directly on the [Magicbooking website](#).

To guarantee your sessions, we advise booking as soon as sessions 'go live'. Information about 'go live' dates are communicated to all current parents of school children and kindergarten children via Seesaw. Communication to all parents of pre-admission school children and kindergarten children will be via email. Sessions are available on a first come first served basis.

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

The second and third (PM2 and PM3) afternoon session are available to book without booking a PM1 or PM2 session beforehand. It is the account holder's responsibility to ensure all dates that are required are booked and confirmed on the portal. There is no guarantee that missed sessions will be available for booking at a later date.

The minimum notice for booking sessions on the Magicbooking portal is 3 hours before the session starts. Depending on capacity it may be possible to accommodate a booking at short notice, these can only be booked by the school office.

Details of bookings and instalment plans can be checked by logging into your Magicbooking account and choosing the 'Bookings' section. Adding or cancelling dates can also be carried out in this area of the portal.

In the event that a child attends a session without a booking and that session is fully booked, the school will contact the parent/carer to collect the child. If the session is not fully booked, the child will be booked in and an additional late booking fee may be charged.

In an emergency where a child requires a space that is not booked, we will endeavour to help and accommodate the child, but the school cannot guarantee a place will be available.

If a child is collected late from a booked session, they will automatically be added to the register for the following session, and this will generate the appropriate fee.

Cancellation

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

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

If, for any reason a child is unable to attend a booked session, the session should always be cancelled by the parent/carer, in advance of the session, through the Magicbooking portal.

Allocation of spaces – Wraparound Hub

Where demand for places exceeds capacity on our site, we will liaise with you to agree allocation of wraparound provision, which may be based at either St Mary's Playgroup or The Nursery School. Any decision will be made with consultation with the parent and will focus on keeping siblings and friendship groups together.

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.

Parents must ensure they contact school reception beforehand if an unknown adult will be collecting the child. 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), and we are not informed beforehand, we will call the parent/carer for authorisation before the child is released from our care. 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 the parent/carer in the first instance.

Late Collection

Please refer to our [Non-Collection of Children Policy](#).

Please note that there is a £10.00 charge for late collection (after 6.00pm). Please ensure that you telephone the school to advise that you will be late so that staff are aware.

Invoicing / Payments

Payments must be made 30 days in advance of the first session booked.

Sessions booked within 30 days of the session date are immediately payable.

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

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

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

If you choose to pay by credit/debit card, please note the following:

Your card details will be saved to your Magicbooking account, and your instalment payments will automatically be taken from your credit card each month on the due date. The system requires the first payment within an hour of the booking, otherwise the booking will automatically be cancelled.

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.

Any payments made must include, if possible, 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.

Refunds

If your Magicbooking account is in credit, a refund can be requested. Refunds are authorised by the Headteacher, and the amount will be refunded via the method payment was received.

Please note: -

Childcare tax-free voucher schemes/Government Tax free childcare/bank transfer/standing order – refunds can take up to 30 working days.

Debit/credit card – refunds can take up to 5 working days. A credit card transaction fee of 3.8% will be deducted from the refund amount.

We do not offer refunds if the incorrect method of payment is used to settle invoices or bookings.