



Admissions and Fees Policy

OSCAHS is registered with Ofsted. Typically, we provide care for primary school-aged children, primarily serving the children of the host school. Please see the individual Club Admissions & Fees Policy for further details.

Places are booked on a first-come first-served basis. When all places have been filled, a waiting list will be established.

Registration

A non-refundable registration fee of £10.00 per parent is required before the first booking can be submitted.

Parents can register online without needing to contact OSCAHS in advance. However, when an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Sent an invitation to create an online account. The online account will enable parents or carers to complete the Registration process, read and agree to our Terms & Conditions and our current fee structure.

Upon registration, our admin team will inform parents or carers will send the following policies and documents through an email:

- **Behaviour Management** policy
- **Complaints** policy
- **Parent Information Handbook**

Parents must complete all necessary forms through iPAL, our online bookings portal. This includes medical consent, dietary requirements, as well as other consents such as sun protection, photo permission forms. Parents will not be able to submit any booking until all sections of the registration process is complete.

Annual Membership Fee

A non-refundable annual membership fee of £7.50 per child is required before the first booking is submitted.

Booking procedure

Parents and child will have the option to visit the club for an induction.

The child will be able to attend the Club as soon as the registration forms and non-refundable annual membership fee have been received. Parents must submit their booking request through iPAL. OSCAHS reserves the right to refuse a child entry to the Club without a confirmed booking.

Parents can book up to one academic year in advance; from September to July. OSCAHS aims to open activities in May for parents to book and secure places for the new academic year.

Before submitting the booking request, parents must confirm that they have read the Terms & Conditions. By submitting the booking, parents are agreeing to all particulars of the Terms & Conditions.

An invoice is created and issued in accordance to the booking made online.

If no places are available, the parent will receive notification through iPAL. Parents will have the option of placing their child's name on the waiting list through the booking system. As soon as suitable places become available parents will be informed.

Fee structure

Our fees structure is designed to cover our overheads. Fees are reviewed annually and are capped at a maximum increase of 10%. OSCAHS may increase fees at any time by giving at least one month's notice.

Support with the cost of childcare fees

OSCAHS recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of Universal Credit. We welcome payments through the government's Tax-Free Childcare (TFC) scheme.

We are also registered with a wide-range of childcare voucher groups, e.g. Care-4, Computershare, Edenred, Sodexo etc.

Payment of fees

Payment is due in accordance of the invoice or the payment plan. A monthly payment plan can be arranged for bookings covering a full term and/or academic year.

Fees can be paid by debit/credit card through the online portal, as well as electronic bank transfer (BACS), various childcare voucher schemes and Tax-Free Childcare (TFC).

A 10% siblings discount for the second child will be automatically applied when all siblings attend the same booked session.

Similarly, parents or carers will automatically receive an 8% Weekly Saver Deal for children attending every Breakfast Club and After School Club session during term time.

Fees are required regardless of the child's attendance.

Please refer to our **Terms & Conditions** for further information.

Non Payments

Late payment and/or non-payment may result in bookings being automatically cancelled.

If fees are not paid, the online booking system will send a polite automated email to the parent or carer requesting payment. If the parents or carers are having difficulty making the payment on time, we recommend that they contact the admin team as soon as possible.

Where there is no explanation for repeated late payment, the Club will contact the parents or carers to discuss payment options. The admin team may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

Where there is repeated late payment, the admin team will contact the parents or carers to discuss payment options. If the parents or carers have not made the payment in the agreed timeframe, the Club reserves the right to cancel the child's place with 24 hour notice.

If the fees remain unpaid after all the above options have been explored, the online booking system will automatically cancel the child's place.

Please refer to the **Terms & Conditions** for further information.

Refunds and Cancellation

Parents or carers can manage their bookings through iPAL. This cancel booked sessions through their iPAL account. Parents or carers must provide at least two weeks' notice for normal booked sessions. Those parents that have booked the special 24 hour notice sessions must provide an email to either the club or admin to cancel. All fees are required within this cancellation period, regardless of attendance.

Please kindly notice: OSCAHS do not offer or process refunds under any circumstances. Any credit will be held on the parents or carers account for a maximum of three years.

Please refer to our **Terms & Conditions** for further information.

This policy was adopted and approved by:	Date: 01/09/2025
OSCAHS Board of Directors	Review Date: 01/08/2025

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Information and Record Keeping [3.92], Information for Parents and Carers [3.97]*