

# Terms & Conditions for Bookings & Services

*Effective from 1 June 2026*

The following Terms & Conditions apply to all accounts and bookings made through My Play Service Ltd, operating as Magicbooking.

The Terms & Conditions apply to all families, account holders, and service users accessing bookings and services provided by OSCAHS Ltd. Please read these carefully, as they outline the agreement between OSCAHS Ltd and those using our services. These Terms & Conditions replace any previous versions issued by OSCAHS Ltd.

If you have any questions regarding our Terms & Conditions, please contact the OSCAHS Ltd team at [info@oscahs.co.uk](mailto:info@oscahs.co.uk)

## 1. Definitions

- a. The account holder is the named person who created and manages their account with OSCAHS Ltd.
- b. The account holder may be the child's primary carer and/or those with legal parental responsibilities, such as parent(s) and/or carer(s).
- c. An adult and authorised adult refers to individuals who are 16 years of age or older.

## 2. Registration

- a. An online account with Magicbooking (My Play Service Ltd) is required for the account holder to register their child/children and manage their bookings.
- b. The account holder will need to create a password for their account.
- c. The account holder must complete all sections of the online registration process *before* their child/children can attend OSCAHS Ltd.
- d. The account holder will need to confirm that they have read our Terms & Conditions and Privacy Notice when completing their booking.
- e. By ticking the Terms & Conditions and Privacy Notice confirmation boxes, the account holder is agreeing to all articles within.
- f. The account holder will be unable to register and/or book with us if they do not agree to the Terms & Conditions and Privacy Notice.
- g. The account holder must pay the non-refundable annual membership fee before submitting their booking request. Please see section 2 for further details.
- h. By completing the registration process, and submitting the booking request, the account holder is accepting responsibility for ensuring childcare fees are paid as outlined within these Terms & Conditions.
- i. We reserve the right to refuse entry to any child who does not have completed registration details.
- j. Account holders must only have one account registered with OSCAHS Ltd, unless otherwise directed or authorised by the admin team.

## 2. Annual Membership Fee

- a. The account holder must pay the non-refundable Annual Membership Fee of £5.00 per child upon registration and before the first booking can be submitted.
- b. The non-refundable Annual Membership Fee is required on a yearly basis and is non-refundable.
- c. The non-refundable Annual Membership Fee of £5.00 is chargeable per child.
- d. If the account holder does not wish to pay the annual membership fee, they will not be able to book further sessions, and any active bookings will be cancelled. Please see section 9. *Terminations* for further information.

## 3. Bookings & sessions

Activities	Sessions	Hours
Term Time Club	Breakfast Club	07:30 – start of the school day
	After School Club	End of school day – 18:00
Holiday Club	Breakfast Club (Early Bird)	08:00 – 09:00
	School Day	09:00 – 15:00
	Standard Day	09:00 – 17:00
	Extended Day	09:00 – 18:00

**Table 1:** Activities, costs and sessions

- a. Table 1 sets out our organisation’s typical opening and closing times. However, please check with your child’s Club for varying session types, as well as further details about operating hours.
- b. Where the host school closes earlier than usual, OSCAHS Ltd will also finish earlier. We will endeavour to provide three hours of childcare. For example, if the host school closes at 14:00, OSCAHS Ltd will provide a service from 14:00 to 17:00. Wherever possible, early closures will be confirmed to the account holder at least one week prior to the date.
- c. A summary of the costs are also shown prior to finalising and submitting the booking. The account holder must carefully check this before submitting and confirming their booking.
- d. The account holder is required to complete their booking online. The account holder can manage their bookings by accessing their online account.
- e. The individual responsible for booking is required to thoroughly review their booking before submitting it for approval.
- f. Bookings are approved subject to availability. A booking confirmation email will be sent to the account holder upon approval.
- g. OSCAHS Ltd operates a “first come, first served” policy.
- h. The account holder must have their booking approved before the child/child can attend the booked session(s).
- i. If the session is fully booked and unavailable, the account holder can add their child/children to the booking system’s waiting list.
- j. The account holder can book sessions online with a minimum of three hours’ notice, subject to availability.
- k. Booking requests received and accepted with less than three hours’ notice period, will incur a flat-rate late booking fee of £2.50 per booking. Please note that we will only accept bookings if there is availability.
- l. We reserve the right to refuse entry to any child who does not have a valid booking.
- m. Please refer to Table 2, below, for our definition of booking types available:

Booking type	Definition
Regular	Bookings of consistent/regular days and sessions. This option allows parents/carers to select the same days and sessions they require for any chosen period time. This is up to one academic year.
Ad-hoc	Irregular bookings. This option allows parents/carers to select individual days and sessions they require for any chosen period of time.

**Table 2:** Booking type definitions

- n. Our Breakfast and After School clubs are exclusive to the children attending the school in which our provision is based. In term time, we cannot accept children attending other schools.
- o. Our Clubs are for children aged 4 to 11 years and attending Year Reception to Year 6. We are unable to accept bookings for children under the age of 4 years and/or not already attending Reception Class. We are also unable to accept bookings for children over the age 12 years and/or attending secondary school. This includes Holiday Club bookings.
- p. There is a 5% discount for siblings. The 5% discount is applied to Child 2 and any subsequent children thereafter. Siblings need to attend the same booked session(s) to receive the discount.
- q. If a child attends every Breakfast Club and every After School Club (Monday to Friday) session in term time, families will automatically receive the Weekly Saver Deal. This is a discount of 10% per booking.
- r. If a child attends every day during the Holiday Club period, the account holder is automatically entitled to the Holiday Club Weekly Saver Deal. This is a discount of 10% per booking.
- s. The account holder will not be able to book sessions online if there is an outstanding balance on their account.
- t. Our term time fees structure covers the costs of a healthy breakfast and a light afternoon snack. Please speak with the Club’s Manager for more information about the breakfast and snacks available at the Club. Afternoon snacks are not intended to replace mealtime.
- u. Breakfast is provided at our Holiday Clubs’ “Early Bird (8am – 9am)” session. Afternoon snacks are available at the “Standard Day” and “Extended Day” sessions at our Holiday Clubs. Please note: lunch is not provided at our Holiday Clubs. Children are expected to bring a healthy, nut-free, packed lunch to our Holiday Clubs.
- v. We do not run any Clubs on INSET days, Bank Holidays and between the Christmas and New Year period.

#### 4. Payments

- a. The account holder maybe entitled to support with their childcare fees through the government’s Tax-Free Childcare (TFC) scheme. To check if you are eligible, please visit <https://beststartinlife.gov.uk/childcare-early-years-education/tax-free-childcare/eligibility/>
- b. OSCAHS Ltd accept payment by Tax-Free Childcare (TFC), Childcare Vouchers (CCV) debit or credit card, Standing Order and/or card instalments. OSCAHS Ltd do not accept payment by cash or cheque.
- c. The account holder can request a monthly payment plan for bookings of a two-month period or more. The payment plan will divide the total invoice amount into a set number of regular monthly instalments for the duration of the booking. Instalments on a payment plan are arranged for payments due on the 17<sup>th</sup> of each month. Monthly instalments are arranged for payments monthly in advance.
- d. Account holders wishing to make payment via BACS or Standing Order should use the following details:  
  
 Account name: **OSCAHS LTD**  
 Sort code: **30-94-38 (Lloyds)**  
 Account number: **20699660**
- e. Payments can take 2-5 working days to process. The account holder should take this into consideration when payments are due.
- f. Account holders can view their current statement of their account at any time by accessing their online account.
- g. OSCAHS Ltd do not give any refunds. Any credit is held on account for a maximum of three years, and applied to future bookings.

- h. Fees are strictly payable in advance regardless of attendance, either at the time of booking or by the date as stated within the payment plan.
- i. We reserve the right to take legal action to recover the cost of outstanding fees, including any associated legal fees.
- j. If the account holder is finding it difficult to meet the costs of our childcare fees, please contact our administration team.

## 5. Invoices & Additional Charges

- a. Invoices are automatically issued for each booking.
- b. Account holders with payment plans will receive email notification that fees are due 5 days before the payment due date.
- c. No changes to invoices will be made once issued.
- d. Additional costs may be incurred for trips, outings, and specialist activities arranged by OSCAHS Ltd. This will be communicated to the account holder in advance of any such arrangements.
- e. Account holders requesting to swap a booked session, or late cancellation notice with a partial refund where a credit note is raised, will be charged at an additional £5.00 per session. The request must be received 48 hours' before the required session and is subject to availability.
- f. The account holder may incur a late collection fee of £1.00 per minute for the first fifteen minutes, and £2.00 for every minute thereafter, should the child be collected after closing time or by the agreed collection time.
- g. We will endeavour to give the account holder one calendar months' notice before any fee increases.

## 6. Arrivals & Departures

- a. Children must not arrive earlier than the stated opening time or booked arrival time of the Club.
- b. For the child's safety, the parent/carer or named person must accompany their child upon arrival to the Breakfast Club, or Holiday Club, to ensure our Playworkers are aware of the child's arrival.
- c. Children must be collected by the Club's closing time or the agreed collection time.
- d. The child will only be released to persons named on the account holder's collections list. Under no circumstances will your child be released to any person that is not a named collector by the account holder on the booking system.
- e. The account holder must create a collection password upon registering and booking at OSCAHS Ltd. The password may be used for security purposes during the collection/departure process.
- f. Children will, under no circumstances, be released to any person who is under the age of 16.
- g. Collectors must be willing to provide photo ID and use the collection password to enter the Club and/or collection purposes, as requested or directed by a member of our team.
- h. The OSCAHS Ltd team will be responsible for signing out the children from the Club when the authorised collector(s) arrives at the Club
- i. Account holder must notify the Club if they will be late collecting their child.

## Absences & Illness

- a. If children are absent, parent/carer should contact OSCAHS Ltd at least 30 minutes prior to the club's opening time.
- b. If a child has an infectious or communicable disease, parent/carer must notify the Club as soon as possible. No child with an infectious or communicable disease may attend the Club until fully recovered.
- c. If a child becomes ill while at the club, we will contact the named person and, should it be necessary, medical attention will be sought.
- d. Any child who has been vomiting and/or has diarrhoea must not return to the club until 48 hours after the last bout of the illness
- e. All absences will be charged at the full rate. In the event of a long-term illness that results in more than two consecutive weeks' absence, please contact the administration team.

## 7. Cancellations & Closures

- a. The account holder/parent(s) is required to provide two weeks' notice to cancel session(s) or booking(s).
- b. The account holder can manage their own cancellations via the booking system.
- c. A credit note may be raised and issued as a result of cancelled session(s) or booking(s).
- d. A payment reminder email will be sent to the account holder when they have missed their instalment. The account holder must respond immediately to avoid the booking from being cancelled.
- e. Late cancellation notice with a partial refund, where a credit note is raised, will be charged at an additional £5.00 per session. The request must be received 48 hours' before the required session and is subject to availability.
- f. The account holder is liable for all fees for the notice period and any outstanding balances regardless of attendance.
- g. If the account holder provides OSCAHS Ltd with at least two weeks' written notice, they are exempt from paying fees for the period in which the child is absent from OSCAHS Ltd due to a residential school trip. The exemption is not applicable for school day trips and/or other events held by the school.
- h. In the event of an emergency closure, OSCAHS Ltd may not open or may close earlier than usual. The account holder will be informed as soon as possible of the closure.
- i. OSCAHS Ltd will not be held liable for the closure of the club due to adverse weather, third party action or unforeseen circumstances.
- j. If OSCAHS Ltd closes, we will endeavour to give account holder at least two weeks' notice.

## 8. Termination

- a. We reserve the right to suspend or terminate bookings by email, with 24 hours' notice, if:
  - I. Payment to cover the Annual Membership Fee has not been received,
  - II. Any childcare fees are outstanding for 10 consecutive days or more and/or childcare fees are continually paid late,
  - III. The child is persistently collected after closing time or the agreed collection or drop-off time
  - IV. Any inaccurate or false information about the account holder and/or the child
  - V. Creating unauthorised second/new account as a result of outstanding fees on the primary account

- b. We expect everyone to show respect and tolerance to all individuals at all times at our provision. Any threatening or aggressive behaviour from the collector (e.g., parents or carers) towards OSCAHS Ltd staff, children, visitors etc. will result in the collector being excluded from the club/site. This may include the exclusion of the child if an alternative collector is not appointed. In this situation, the booking will be terminated with immediate effect.
- c. We expect children to show respect and tolerance to all individuals at all times at our provision. Any threatening or aggressive behaviour from a child/young people towards OSCAHS Ltd staff, other children, visitors etc. may result in the child being excluded from the club/site with immediate effect.

## 9. Data Protection

- a. We comply with the requirements of the General Data Protection Regulation 2018 (GDPR), regarding obtaining, storing and using personal data.
- b. For security reasons, account holders are advised not to share their online account password. This includes OSCAHS Ltd staff.
- c. The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.
- d. The information the account holder provides OSCAHS Ltd will be processed electronically for administrative purposes and is subject to the terms of the GDPR.
- e. OSCAHS Ltd will only share child information with outside agencies on a need-to-know basis and with consent from the account holder, except in cases relating to safeguarding children, alleged criminal activity, or if required by legally authorised bodies (e.g. Police, HMRC etc.). If OSCAHS Ltd decides to share information without parental consent, we will record this in the child's file, clearly stating our reasons.
- f. The booking system used by OSCAHS Ltd is Magicbooking, which is part of My Play Services Ltd. My Play Service Ltd adheres to all relevant UK laws and legislations in relation to information gathering. This includes privacy laws and GDPR regulations.
- g. Some limited personal information is disclosed to authorise third parties we have engaged to process it, as part of the normal running of our business. (E.g. online bookings and accounting purposes). Any such third parties comply with the strict data protection regulations of the GDPR.
- h. In the interest of children's safety and wellbeing, OSCAHS Ltd may work closely with the child's school or school's teacher to ensure the child's needs are met.
- i. Account holders can ask to see the information and records relating to their child, and/or any information that we keep about themselves. We will make the requested information available as soon as practicable.
- j. The account holder can also ask for the data to be deleted, but please note that we will not be able to continue to care for the child if we do not have sufficient information about them and/or the account holder.
- k. Even after the child has left our care, we have a statutory duty to retain some types of data for specific periods of time. If you would like more information on the data we are legally obliged to hold, please speak to the Management team.

## 10. General

- a. The account holder is responsible for ensure all information recorded on the booking system is correct and accurate. The account holder must ensure OSCAHS Ltd has details of the child's primary home address, as well as details of the primary carer(s). This is the person(s) who hold legal responsibility of the child. For example, parent(s)/carer(s).
- b. Account holders are responsible for updating any changes (such as a change of address or contact numbers) by accessing online account/booking system. It is extremely important that OSCAHS Ltd hold the most up to date and current information.
- c. It is important that the account holder uses the booking system to record any requirements for the child. For example, the account holder must inform OSCAHS Ltd if the child has any dietary requirements, allergies, and additional/special needs. This important information will help to safeguard the children in our care. OSCAHS Ltd cannot be held responsible where information has not been shared with us to protect and promote the wellbeing and needs of the child.
- d. Children will need to bring a healthy, nut-free, packed lunch to the Holiday Club. Packed lunches will not be stored in a fridge.
- e. All our policies and procedures are available to read on our website, <https://www.oscahs.com/policies-and-procedures-2025/>. You can request to read our policies and procedures within your child's Club. The account holder can also asked for copies of our policies and procedures to be sent to them via email. To request copies of our policies and procedures, please email the administration team at [info@oscahs.co.uk](mailto:info@oscahs.co.uk)
- f. Our organisation is registered with OFSTED and complies with all the relevant statutory requirements and guidelines for out-of-school provisions.
- g. If the account holder wishes to complain about the childcare provided by OSCAHS Ltd, they may raise the complaint by email at [info@oscahs.co.uk](mailto:info@oscahs.co.uk). Our aim is to resolve complaints within 28 days from when the initial complaint was raised. Alternatively, the account holder has the right to raise a complaint about the childcare provided by OSCAHS Ltd to OFSTED. The details for OFSTED are as follows:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

- h. OSCAHS Ltd cannot take responsibility for the loss or damage to any personal belongings brought into the club.
  - i. OSCAHS Ltd reserves the right to review its fees structure any time to ensure its sustainability.
  - j. Terms and Conditions are subject to review and notice of any changes will be confirmed in writing.
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OSCAHS Ltd is registered in England.  
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