

Fees and Charges Policy - September 2025

The Den Charges are outlined below:

Monday - Friday Breakfast Club:	£8.60	7.30 am - school opening time
Monday, Tuesday, Thursday After School Club	£12.75	School collection - 6pm
Wednesday After School	£11.75	School collection - 5.30pm
Late collection charge	£10.00/15 mins late	After 6pm (or 5.30pm on a Wednesday)

Booking cancellations

Fees will still be payable for children booked into the club, who then attend an after school activity (such as netball, running club, etc), at the school or elsewhere.

Where a child attends an after school activity before arriving at the club, fees will be charged from the end of the school day. This secures your child's place in the event of the after school activity being cancelled last minute.

Booked sessions may be cancelled at any time. Any session cancelled less than a month in advance will be charged at the normal full rate. Cancellation must be done by contacting us at thedenclevedon@outlook.com

Swapping sessions to another day of the same week is the discretionary decision of the manager.

Booked sessions, not attended due to illness, or other reason such as attending a party will be charged at the full rate.

Cancelled sessions may be offered to other children.

If your child is away from school on planned residential trip, with advance notice, there will be no charge however if it is a short notice trip such as a sporting event you will be charged at the normal rate.

If you wish to permanently cancel a session(s), one month's notice in writing is required, during this period you will be charged at the full rate irrespective of whether your child attends.

Late collection fees

If a child is not collected by 6pm, (or 5.30 on a Wednesday), a charge of £10 per quarter of an hour to cover the costs of the staff who are required to stay and for premises hire will be enforced.

Invoices and payment terms

Invoices and payments are made through the Magic Booking portal
<https://thedenclevedon.magicbooking.co.uk/Identity/Account/Login>

Your account can be viewed for the whole year and fees are payable prior to attendance monthly and in advance on the 1st of the month.

Automated invoices and reminders are issued via email and are payable within 7 days. Regular emails are sent to keep you abreast of your account. Persistent late or non-payment of fees may jeopardise a child's place.

Fees are reviewed at the end of each academic year.

Modes of payment

You may choose from the following modes of payment to settle your invoices.

- Card payments can be set up on the Magic Booking site and details can be saved for automated payments – it is vital that you keep these details up to date
- BACS transfer as outlined on your invoice
- Paying with electronic childcare vouchers - When making your payment online, please reference the invoice number and the name of the child(ren) if possible.

Late payments

You are encouraged to talk to the The Den's Out of School Club Manager if you think you will have difficulties in paying your invoice. The sooner we hear, the easier it is to find a solution. Please contact us as soon as possible. This is in everyone's interest. In the eventuality that payments are not received The Den's Out of School Club will engage the following procedure to secure payments:

- Stage 1: - A reminder invoice will be sent by email asking for a payment to be made within two weeks of receipt
- Stage 2: - If no response has been received two weeks following the receipt of the reminder letter, a warning letter will be sent to you asking for payment to be made within one week of receipt of the warning letter. A £10 fee will be added to the total amount due.
- Stage 3 - If no response is received within one week of receipt of the warning letter, then the child (children)'s place(s) will be withdrawn immediately and the child (children) will no longer be accepted at The Den's Out of School Club until payment is made or a payment schedule has been set up.

Invoice Disputes

Should you not agree with the amount on the invoice, please contact Anna on thedenclevedon@outlook.com and the query will be investigated.

Registers are taken for every session and invoices are based upon these and the information you provide for the following term.

In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent.

Forced closure of the The Den's Out of School Club

In some extreme circumstances, The Den's Out of School Club may be forced to close unexpectedly or at short notice. If The Den's Out of School Club is closed due to closure of All Saints School - such as a planned INSET day, no charge will be made.

In the event of closure of The Den due to extreme weather conditions, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the manager The Den will close and the parent/carers accept that a refund of fees or a credit on the account will be made.

If The Den's Out of School Club closes early for any reason, the appropriate charges will be made, at the discretion of the manager.

Payment difficulties

If you experience problems in meeting the payments, you must contact the The Den's Out of School Club Manager to avoid your child's place being withdrawn.

You will be required to send a letter outlining the problems. The matter will be dealt with confidentially and on an individual basis, however, you should not have any expectations in terms of the response you might receive.

Childcare support

If your employer offers a childcare voucher scheme, you may be able to use these towards payment for your booking. These schemes are exempt from tax and National Insurance. If your employer would like support to set up a scheme, ask them to call 01954 284203 for more information and advice, or log on to www.hmrc.gov.uk/helpsheets/e18.pdf. We currently accept most childcare vouchers. Please see Anna for details

Childcare tax credits

You may be entitled to childcare tax credits, which could assist with up to 70% of the cost of this booking. To find out if you qualify, call the Tax Credit Office on 0845 300 3900, or visit <https://www.gov.uk/find-hmrc-contacts/tax-credits-general-enquiries>

Childcare Information Service

This service may be able to provide support for families and advice on paying for childcare. You can contact them on 0845 0454014

Date: 01.06.22	Signed: AGriffin
Date: 17.06.25	Signed: AGriffin