

# **SESSIONAL POLICY**

This Sessional Policy includes the following:

- Ad Hoc bookings/ Additional Sessions to your pre-booked sessions
- Extension sessions
- Cancellations
- Discount(s)
- Penalty Fee
- Retainer Scheme

**Ad Hoc/ Additional Sessions-** Additional sessions to your pre-booked sessions and Ad Hoc bookings. We are fully aware that life is busy, and plans change and subject to availability we can offer Ad Hoc/Additional sessions. Any requests for Additional Sessions must be sent via email/text to the Manager and are only confirmed with written confirmation from the Manager. Any Ad Hoc/Additional sessions booked are chargeable once confirmed and if cancelled they cannot be rolled over to another day.

Swapping of any session is not permitted.

## **Extensions:**

Extension to pre-booked sessions include Breakfast Club extension from 7:30am-7:45am and also Extension at After School Club from 5:15pm-6:15pm.

Families who are booked in until 5:15pm who are late for collection will automatically have their session extended until 6:15pm and subsequently be charged for the extension.

If you request an extension, please do so via email/text/verbally to the Manager and this will be confirmed via email/text/verbally to you.

## **Cancellations:**

- A permanent cancellation of your child/ren's permanent session(s) at Fusion requires 4 weeks written notice. Failing which you will still be charged at the usual rates until such notice is given.
- All occasional cancellations must be paid in full.
- All additional session cancellations must be paid in full.

School closure: when the Schools close due to circumstances beyond their control, Fusion will have no choice but to close also due to the site being unsafe and not fit for purpose. The session will still be chargeable as Fusion will still incur running costs, ie: rent, staff, food etc. If the Schools are closed for a prolonged period of time, alternative provision will be sought.

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**Discounts:** Discounts are only achieved on sessions at Breakfast Club or After School Club in it's entirety not as a collective.

## **Breakfast Club only:**

- One Child + regular attendance of 4 sessions a week = 5% discount on total cost
- One Child + 1 Sibling + regular attendance of 3 sessions each a week = 5% discount on total cost
- One Child + 1 Sibling + regular attendance of 4 sessions each a week = 10% discount on total cost
- One Child + 2 Siblings + regular attendance of 3 sessions each a week = 10% discount on total cost
- One Child + 2 Siblings + regular attendance of 4 sessions each a week = 15% discount on total cost (maximum discount)

## **After School Club only:**

- One Child + regular attendance of 4 sessions a week = 5% discount on total cost
- One Child + 1 Sibling + regular attendance of 3 sessions each a week = 5% discount on total cost
- One Child + 1 Sibling + regular attendance of 4 sessions each a week = 10% discount on total cost
- One Child + 2 Siblings + regular attendance of 3 sessions each a week = 10% discount on total cost
- One Child + 2 Siblings + regular attendance of 4 sessions each a week = 15% discount on total cost (maximum discount).

## **Penalties:**

- A penalty fee of £20.00 will be charged for late collection after 6.15pm until 6:30pm. Thereafter, an additional penalty fee(s) of £20 per 15 minutes after 6:30 pm will be chargeable (Two members of staff are required to remain on site after 6:15pm in accordance with Ofsted Regulations.)
- We fully appreciate that upon occasion circumstances are sometimes out of your control and although this will be taken into consideration, this is when you should utilise your emergency contacts for collection.
- A form will need to be signed by parent and staff if collecting after their pre-booked session of 6:15 pm to ensure clarification of time and of penalty fee.

Any Additional/Ad Hoc sessions/ Extensions/ and Penalty Fees are invoiced at the month in which they occur. Additional invoices must be paid separately to your Pre-booked sessions using your unique family reference code.

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## Retainer scheme:

- When a families' circumstances changes and they do not require their usual sessions, but do not want to relinquish their permanent space as they may need their allocation reinstated at a later date. Subject to a 1:1 discussion with the Management, we are prepared where possible to offer a retainer scheme.
- A 4 week notice period to change from permanent allocation to the retainer scheme is required and during this period usual full fees will apply (effectively this is a 4 week notice period, in line with our (Cancellation Policy.)
- Once the retainer period has commenced, the child/ren are not permitted to attend Fusion.
- Recommencement of attendance at Fusion is only accepted once the child/ren have been reinstated and a return date agreed with the Manager in writing.
- We require a minimum of 4 weeks notice to reinstate your child/ren's usual sessions.
- During the retainer scheme, parents/carers will be invoiced for 50% of their usual monthly fees before any discount is applied. Discount is only applied when reinstatement occurs.
- Each situation will be taken on its own merit and is dependent on availability and waiting lists.

Adopted on: 04.01.2012

Last Reviewed on: 01.04.17

Reviewed on: 01.04.18

Next review date: April 2019

Signed.....

FUSION CHILDCARE SERVICES