



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/ Ad Hoc to your pre-booked sessions. We are fully aware that life is busy, and plans change and subject to availability we can offer Ad Hoc sessions. Any requests for Ad Hoc Sessions must be sent via email/text to the Manager and are only confirmed with written confirmation from the Manager. Any Ad Hoc sessions booked are chargeable once confirmed and if cancelled they cannot be rolled over to another day. For AD HOC sessions, there is no discount available and the AD HOC price for each session is invoiced.

Swapping of any session is not permitted, but you may request an additional session on top of your pre-booked session(s).

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 charged for the extension.

The Grove Schools close early at 2pm at the end of the Christmas, Easter and Summer Term. If your child/ren attend Fusion on one of these days, we open early at 2pm to accommodate for this early finish and therefore there will be an automatic extension to your usual session which will incur an additional charge of £8.75 for the academic year 2023-2024. This will be invoiced additionally at the end of the month in which it occurs.

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 and Covid-19 related cancellations must be paid in full.
- All Ad Hoc sessions that are cancelled 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 if possible or communication about the future and fees will be communicated with parents.

Discounts: Discounts are only achieved on prebooked sessions at Breakfast Club or After School Club in its 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 = 8% discount on total cost
- One Child + 2 Siblings + regular attendance of 3 sessions each a week = 8% discount on total cost
- One Child + 2 Siblings + regular attendance of 4 sessions each a week = 10% 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 = 8% discount on total cost
- One Child + 2 Siblings + regular attendance of 3 sessions each a week = 8% discount on total cost
- One Child + 2 Siblings + regular attendance of 4 sessions each a week = 10% discount on total cost (maximum discount).

Penalties: A penalty fee of **£20.00** per every 15 minutes will be charged for late collection after 6:15pm, regardless of their original session time. Two members of staff are required to remain on site after 6:15pm in accordance with Ofsted Regulations. If a 'lone working' policy is implemented. The Manager will be advised and where possible the parent will be too. 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.

When a child/ren are booked in for a 4:15pm session and they are not collected by 4:15pm, then they will automatically be put into the next session and be charged for the difference between their session (that has been previously invoiced) and the cost of the 5:15pm session. This is per child and not per family. If you exceed the 5:15pm session, then you will automatically be booked into the 6:15pm session. We appreciate a text message or phone call to let us know you are going to be late as then we can manage staffing and ratios. A penalty fee of £20.00 will not be given. Invoice with the extension fee will be sent at the end of the month in which they occur.

When a child/ren are booked in for a 5:15pm session and they are not collected by 5:15pm, then they will automatically be put into the next session and be charged for the difference between their session (that has been previously invoiced) and the cost of the 6:15pm session. This is per child and not per family. We appreciate a text message or phone call to let us know you are going to be late as then we can manage staffing and ratios. A penalty fee of £20.00 will not be given. Invoice with the extension fee will be sent at the end of the month in which they occur.

A 'Late Agreement' form will need to be signed by parent and staff if collecting after their pre-booked session of 6:15pm to ensure clarification of time and penalty fee. If this is not possible the parents will be made aware by staff that they are late and they will be sent a late penalty fee.

Any 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 and are payable immediately.

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 full reinstatement occurs.
- Each situation will be taken on its own merit and is dependent on availability and waiting lists.

Spaces frozen due to registration.

When registration opens in May of each year, all prebooked Breakfast and After School Club spaces at Fusion will be frozen. It will NOT be possible to change or add to existing sessions until allocation for the following academic year has been released in July. All AD HOC sessions between May-July, please follow the AD HOC procedure and we will accommodate you best we can.

Adopted on:	Last reviewed on:	Reviewed on:	Next review Date:
04.01.12	05.10.2023	04.01.2024	April 2025
<i>Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Information and records [3.77-3.82]</i>			
Signed and approved:	Fusion Childcare Services		