



## **YOUNG PEOPLE MATTER CHARITY'S**

### **Terms and Conditions Policy**

**Dated: October 2023**

**The Policy will be reviewed every three years or in line with changes in government legislation and updated guidance**

**[www.youngpeoplematter.org](http://www.youngpeoplematter.org)**

**The Old Laundry, 20 Eastcote Street, London, SW9 9BY**

**Tel: 0207 274 4503 | [info@youngpeoplematter.org](mailto:info@youngpeoplematter.org)**

**Charity No: 1134959 | Company No: 6418296**

## TERMS AND CONDITIONS

Please read the terms and conditions of our services:

### Fees:

For After School and Breakfast Clubs - fees are paid using our online booking service.

For Holiday Play schemes - fees are paid using our online booking service.

<https://young-people-matter.childcare-online-booking.co.uk/index.php>

For Holiday Play schemes, an Early Bird Discount is applicable only on bookings made and fees paid in full, in advance of service start date and before the cut-off dates (this is usually two weeks for Half Term Holidays and four weeks for Summer Camp).

### Lateness:

For Afterschool Clubs - children must be collected by 6pm. If your child is collected late there is a late payment fee of £10 for first 10 minutes of lateness and £1 for every 1 minute thereafter.

For Holiday Play schemes - children must be collected by 4pm or 6pm as booked, if your child is collected late there is a late payment fee of £10 for first 10 minutes of lateness and £1 for every 1 minute thereafter.

Late payment fee must be paid in full before child attends the next session.

### Failure to Book

If a parent or carer fails to book their child into any of Young People Matters provisions but has an expectation that they are to attend, then admin will make the booking on their behalf and a £5 failure to book fee will be added in addition to the fee for that particular session, this will be added to their online account.

### Cancelations:

We require two weeks' notice in writing to cancel a booking and there is a £10 admin fee - please send your cancellation request in writing to [bookings@youngpeoplesmatter.org](mailto:bookings@youngpeoplesmatter.org) and we aim to respond within 5 working days.

Please see our [refund policy](#).

### Amendments:

**Parents can make amendments to their booking up until 2pm of the day their child should attend our After School Club provision.**

We require two weeks' notice to amend a booking, and there is a £10 admin fee.

Admin charges apply for changes to your child's booking or missed payments.

### Changes:

By publishing a Change Notice on our website [www.youngpeoplesmatter.org](http://www.youngpeoplesmatter.org), we may modify any of the terms and conditions within this Agreement at any time and at our discretion, such Change Notice to give at least 30 days'

notice. If any of the modifications are unacceptable to you, your only recourse is to terminate using the service. If you use Young People Matter beyond 30 days after the Change Notice, it will be considered as your acceptance of the change.