



YOUNG PEOPLE MATTER CHARITY'S

Payment Policy

Dated: June 2016

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

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Charity No: 1134959 | Company No: 6418296

After School Club and holiday camp Payment Policy

Introduction

To enable the Breakfast Club, After School Club and Holiday Play Schemes to be sustainable, payment needs to be made by those using the club.

Rationale

The Breakfast Club, After School Club and Holiday Play Schemes will only be sustainable if funding or money is generated by those using it to sustain ongoing operating costs.

Aims and Objectives

- ✓ To ensure the sustainability of the Breakfast Club and After School Club.
- ✓ To ensure that there is the correct level of adult support for those attending.

Young People Matters Practice

After School Club: Payment to be paid in advance - **Termly**, two weeks before the end of term or 3 days Prior to the child's first day of attendance if they are new to the service. Parents are required to complete a booking form, which will log days and weeks for each term and state the amount required. A text will be sent out 3 week before the end

of the previous term, reminding parents that payment needs to be paid. An invoice for the forth coming term can be requested by parents nearing the end of the previous term.

If, no payment has been received 7 days prior to the booking start date then your child will not be collected for After School Club and your child's place will be offered to another child who is currently on our waiting list. If any parent is having financial hardship then they should ring our main office to discuss this matter with the senior manager, who will discuss this matter in more depth.

If payments are received later than the set payment dates then parents will be subject to an additional £20 late payment fee. If payments are not received on time it results in costly and time consuming administration. Parents are required to call, email or text once they have made a payment for any of our services.

Holiday Play Schemes: Payment is required 7 days in advance, in full. An Early Bird Discount is applicable only for bookings made and fee's paid in full 2 weeks in advance of the service start date. No child will be permitted on site without payment. All parents are provided with a receipt after payment, which is logged for Ofsted purposes.

Refunds

After School Club: Young People Matter will facilitate refunds under the following circumstances.

- Children who are absent from school through injury or illness after the first 2 weeks
- Families who are moving home and leaving the school after the first 2 weeks.
- Cancellations where you have provided us with a minimum of 2 weeks' notice of your child leaving. Loss of placement due to excessive lateness, in which case 2 weeks' worth of payment will be deducted prior to issuing a refund for any remaining balance.
- **Holiday Play Schemes:** Young People Matter will facilitate refunds under the following circumstances.
- 1 weeks' notice is provided prior to the start date of Play Scheme.
- If your child is absent due to injury or illness, we will refund after the first week.

An £10 administration fee is charged for each refund.

All children should be collected from the After School Club and Holiday Play Schemes by 6.00pm prompt. A late penalty fee of £10.00 per 10 minutes period and £5 per 5 minutes thereafter. Please refer to our Late Collection of Children Policy.

Monitoring and Review

The person responsible for the After School Club will monitor and review payments each week and will be responsible for contacting parents when there are any problems. The Manager will then discuss this with the Senior Manager and a decision will be made in regards to the situation.

It is the responsibility of the Senior Manager to agree, review and monitor the payment policy as and when necessary.

Last reviewed 03/06/2016