



**YOUNG PEOPLE MATTER CHARITY'S
TERMS & CONDITIONS**

Dated: March 2015

**www.youngpeoplematter.org
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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 in advance of service, in full.

For Holiday Play schemes fees are paid in advance of service, in full.

For Holiday Play schemes, an Early Bird Discount is applicable only for bookings made and fees paid two weeks' in advance of service start date.

Lateness:

For Afterschool Clubs - children must be collected by 6pm. If your child is collected late there is a late penalty fee of £10 for first 10 minutes of lateness and £5 for every 5 minutes after that.

For Holiday Play schemes - children must be collected by 4pm or 6pm as booked, if your child is collected late there is a late penalty fee of £10 for first 10 minutes of lateness and £5 for every 5 minutes after that.

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

Cancelations:

We require two weeks' notice in writing to cancel a booking and there is a £10 admin fee - please complete a refund request form and email back to finance@youngpeoplematter.org

Please see our refund policy.

Amendments:

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.youngpeoplematter.org, we may modify any of the terms and conditions within this Agreement at any time and at our sole 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.