



## **BOOKINGS**

This document details Simply Play's revised terms and conditions for bookings, fees and payments.

### **COMMUNICATION**

Simply Play will provide appropriate information about services and their operation, to enable parents to make informed choices about each service and when to book. This will be provided through a number of sources; including our Childcare online Booking (CoB) site, social media, website, e-mail and posters in venues (please ensure that you are following us on Facebook, Instagram or Twitter).

**We may need to contact you in an emergency. Please ensure that you keep your own contact details and your emergency contacts' details, up to date – especially mobile phone numbers, which do sometimes change.**

### **REGISTRATION**

Registration is open all year round. The annual membership fee, due each anniversary of joining, is £20 per family (we can claim back 25% of this from HMRC via "Gift Aid" – this costs you nothing, so we would appreciate you authorising this).

Once online registration has been processed, each family will be set up for the CoB system and allocated a unique customer reference number.

### **CONTRACT BOOKINGS**

This is our standard booking process.

1. Bookings are on a term-time, contract basis, for the same sessions each week, during school term-times.
2. Any unused sessions will still be charged.
3. **For safety reasons**, the office or venue must be informed if a booking will not be used. This is to avoid any confusion and prevent a child being reported as missing.
4. Payment of fees is strictly in advance. Arrears may result in the immediate withdrawal of childcare. Once childcare is withdrawn places will be offered to those on our waiting list immediately.

5. Contracts can be cancelled with a minimum of 4 weeks' notice by contacting the Simply Play main office.
6. Limited occasional/casual sessions may be available, in addition to contracted sessions but will depend on availability at the time. These must be arranged by calling the office. We also require 7 days' notice to cancel any occasional/casual bookings.
7. Contracts will roll over from term to term, until cancelled.

### **SHIFT WORKERS**

This option is only available to those working shifts with advance rotas.

1. Bookings must be made for a minimum of 1 full month, in advance and the longer ahead the better, as it would still be subject to availability/capacity.
2. Booking requests must be e-mailed to us at [admin@simplyplay.org](mailto:admin@simplyplay.org) No other options are available.
3. Bookings must be for a minimum of 2 sessions per week.
4. Bookings will not be able to be cancelled, changed or refunded if not used.

### **SCHOOL HOLIDAYS**

School holiday places will be available for full-days (8am-6pm) or in the mornings (8am-1pm), or afternoons (1pm-6pm). These sessions must be booked as you go and paid in advance, via the CoB system. These holiday bookings also require 7 days' notice to cancel.

### **NOTE**

Simply Play is committed to providing continuity of services wherever possible. In the event of circumstances outwith our control, e.g. building closures or adverse weather, we will do our best to offer childcare at an alternative venue – please monitor our social media feeds for updates at these times. Alternative venues will be provided to the best of our ability, dependant on local circumstances and notified to parents as soon as is practically possible by social media and/or local radio. On these occasions, customers will be expected to make their own arrangements to access these venues (in the case of school closures/holiday periods) or arrangements may be made, by the organisation, to transport children from school, to an alternative site, if appropriate. In these exceptional circumstances, including when buildings are closed outwith our control (e.g. adverse weather), refunds/credits are not available. Where all services are closed for more than 3 consecutive days there will be no charge and credits given.

## **FEES**

**All childcare fees are strictly due in advance.**

All online payments are securely processed via Paymentsense.

Simply Play accepts all childcare vouchers.

Fees will be reviewed annually in April. Our current fees are available on our website; [www.simplyplay.org](http://www.simplyplay.org)

## **FINANCIAL DIFFICULTY**

If you are experiencing financial difficulties, please speak to our office staff, who can discuss arrangements with you.

## **FEE RECOVERY**

Any arrears will place your membership and use of Simply Play's services, at risk of cancellation.

Arrears will be recovered through court action if necessary and the debt may be passed to a debt collection agency.

## **OPENING HOURS**

The office is open 9am to 5pm, Monday to Friday. You can contact us on 01506 856444 or email [admin@simplyplay.org](mailto:admin@simplyplay.org) (*please note that emails sent over the weekend will not be read until Monday, so please do not rely on this if your enquiry relates to a Monday morning*).