



Holiplay Kids Club & Kids Camp Terms and Conditions of Membership 2024 / 2025

Operational times

Holiplay facilitates breakfast and after school clubs and preschools during the school term time and activity camps during the scheduled school holidays. Our hours of operation vary between the settings, so it is essential that you **check the opening and closing times of each provision** to ensure that it meets your requirements. Unless otherwise stated, breakfast club runs from 7.30am – 8.45am and after school club from 3.30pm – 6.00pm, our preschool from 9am – 3pm term time only and our holiday camps run from 8.00am – 6.00pm during the scheduled school holidays.

Fees from September 2024

Breakfast Club from £6.50 per child per session

After School Club from £12.50 / £15.00 per child per session

Holiday Camp from £30.00 per child per day

Holiday Camp Hot Lunches £5.95 per child per day where available

Preschool from £21.00 per 3-hour session per day or Free Entitlement where eligible (T&Cs apply).

The typical daily fee for a child attending Holiplay Breakfast Club is £6.50 and £12.50 for After School Club respectively. Some after school provisions run up until 6.30pm and charge £15.00 per session where advertised. In some of our settings the fees are part subsidised and reduced for eligible families. (Please make an appointment to speak to your school's Business Manager to check that this service is available and if you are eligible for 'Holiplay Fee Support'). Fees must be paid in advance via the Magic Booking reservation management system by debit card, credit card, childcare vouchers or directly into our bank account if you are using your Tax-Free Government (TF-GOV) childcare account. Holiplay Preschool fees for 3 and 4-year-olds are priced at £21 per 3-hour session and £27 per 3-hour session for 2-year-olds (minimum 5 session per week T&C's apply).

All places are allocated subject to availability and are confirmed only once payment has been made in full or a payment deposit (when booking 6-weeks or more) has been made. Failure to make your payment(s) upon request will result in your booking being cancelled and your childcare place being released.

All bookings must be made via Magic Booking a minimum of 24-hours in advance. You will not be able to make bookings on the Magic Booking system on the day! For all 'Late Bookings' (bookings made on the day) parents and carers will need to call, the relevant Holiplay setting directly or the Holiplay main number on 020 8068 0348 to check availability. Please note that there is a £2.50 surcharge for all late / emergency childcare bookings. The cost of childcare on the day will be £9.00 for breakfast club and £15.00 / £17.50 for after school club respectively, but this is applicable only if the care arrangement is approved and confirmed by a member of the Holiplay team in advance.

Late collection

By registering your child with Holiplay you agree to collect your child on time. Collection after your advertised setting closing time is unfair to other children, parents, carers and to Holiplay staff and this also adds to our running costs. **Late collections are charged at £1 per minute for up to 15-minutes after closing time (£15.00 maximum late fee charged per day).** All late fees are due when collecting your child. Refusal to pay the late fee will result in your child's membership being suspended without exception! **Regular or continuous late collections will also result in your child's place being suspended.**

Refunds & Credit Notes

Once the care arrangement has been booked and the fees have been paid there are **No Refunds** for days on which your child / children do not attend the session due to unexpected sickness, planned school excursions, sports days, school discos, festivals or otherwise. We will only ever offer a refund or credit for days Holiplay Kids Club is closed.

Authorised Cancellation, Amendments & Notice Periods

We require **2-weeks' Notice** in writing (info@holiplay.co.uk) for parents / carers terminating or making changes to their pre-booked childcare arrangement with us. If a parent / carer withdraws their child without the required 2-weeks' Notice the 'No Refunds' policy still applies for 2-weeks after their child's last day of attendance. Any overpayments or credits a parent / carer has accumulated over time will be refunded less the cost of the 2-week notice period if the parent / carer no longer wishes to use the service, otherwise it will be carried forward to future bookings. Preschool cancellation requests require 1-term's notice.

Credit Balance Claim Period

If you have a credit balance on your account and no longer wish to use the service, you must request a refund in writing (info@holiplay.co.uk) within 90 Days of your notice to discontinue your membership. Your refund will be processed using the same payment method you originally used and will take up to 21 working days to be returned. **Requests made after the 90-day period and or without proof of purchase are not valid for refund or credit.**

Payment Plans, Defaults & Arrears

Parents and carers who enter into a payment plan are required to make their payments according to their payment schedule. If payments are missed, you will get one automated email before your account is suspended. You will have 28-days from suspension to settle any outstanding arrears after which debt recovery proceedings will be initiated. Please note that if we reach the debt recovery stage the outstanding fees will be passed onto a third-party agent to collect the balance, upon which interest and administration fees will be charged. **Failure to make those payments may result in County Court proceedings.** Once a debt recovery agent has been instructed, Holiplay has no further involvement in the account and all further correspondence will be between yourself and the appointed agent. **In an attempt to avoid debt recovery once an instalment has passed its due date an automated payment will be attempted / taken from a saved debit or credit card on your Holiplay account for the outstanding balance where applicable.**

Lost Property and Malicious Damage to Holiplay / School / Commercial Property

Holiplay and its staff take NO responsibility for your child's belongings. It is down to your child to ensure he/she looks after and manages their property appropriately. We advise labelling all personal property with a permanent marker to avoid items getting mixed up with other children's belongings. At the end of the holiday period (for camp) or at the end of term (for Kids Club & Preschool) **all lost / unclaimed property will be donated to charity.** If your child deliberately damages Holiplay / school / commercial property or damages property due to wilful negligence, you as the parent / carer / guardian of the child will be held liable for the 'excess' element of the damage or the total cost of the damage itself if it does not meet the insurance claim threshold. In each case the damage report and mitigating circumstances will be communicated to the parent / carer / guardian in writing at the earliest possible opportunity.

Termination of Membership

Your child(ren)'s care arrangement 'Membership' may be suspended / terminated by Holiplay due to consistent or extreme poor behaviour on the part of your child, inappropriate or abusive behaviour on the part of the parent / carer in addition to the parent / carer falling behind on payments and or failure to comply with the terms and conditions stated herein. Please note that any verbal or physical abuse of staff by you or any other adult representing your child will lead to your child's place being terminated with immediate effect. At any time, a parent / carer may withdraw their child's membership with Holiplay making a formal request via email or by deleting their account on Magic Booking.

The Holiplay 3R's Oath & Code of Conduct

At Holiplay every child matters and every child has a right to enjoy their time at our setting, therefore we ask all staff, parents and children to agree and adhere to our code of conduct which is as follows:

The Holiplay Oath

I will have **Respect** for myself and others, I will be **Responsible** for my belongings and my actions, I will be **Reliable**, helpful and honest all day, every day at the place kids love to play! This is Holiplay!

This agreement is binding to all parties.