

Inverbrothock Out of School Care Club

Charity Number: SC030097

Booking/Cancellation Policy

At Inverbrothock Out of School Care Club we operate a cancellation policy. The reason that we have this policy in place is so that, should parents or carers cancel a space at the last minute then we can still cover our costs. This policy outlines a timescale for all cancellations.

During the school term:

- a. If a space has been booked for your child and you want to cancel it, you must do it **at least one full club day** before your child is due to come to the club. If this is done there will be no charge.
- b. If a placement is cancelled less than **one complete club day** in advance of the placement starting the full fee for that space will be charged.

An example: cancellations for a Tuesday when the club was running on the Monday would incur no cost if cancelled on the Monday before club starts at 3.20pm.

Cancellations on a Saturday or Sunday for Monday club would incur costs due to club not running over the weekend.

- c. Booking forms are sent out around two weeks before the beginning of the next month. They must be filled in and sent back to the club. If you do not send us your dates in advance, we will assume you do not require a space with us.
- d. Any late bookings will be at the discretion of the manager and cannot always be guaranteed.
- e. If your child is sent home sick from school, it is their parent/guardian/carer's responsibility to inform the club that the child will not be attending the club as they are sick. This saves staff searching un-necessarily for "missing" children. If your child is sick no charge will be made for the space booked. **This only applies for the sick child. Sibling spaces will be charged. If cancellations due to sickness exceed two calendar weeks in one year, then the club will have the right to charge for places if the cancellation notice is not followed.**

During holiday periods our policy changes to meet the financial needs of the club. During holiday periods the club must maintain a steady number of children using the service for it to be viable for the service to stay open.

- a. You must book a space for holidays **1 month** in advance.

- b. It will be at the managers discretion whether a space can be booked less than 1 month in advance. This includes additional spaces for those who are already attending.
- c. A booking form must be completed to confirm the spaces you require, if you do not hand in a booking form, we cannot guarantee that you will be given a space.
- d. When booking a holiday space please be aware that you will be charged the full price for this space if you do not give 7 days' notice. This is because staff need to know their shift pattern. We book activities and trips based on the numbers that we have at the time. All these costs still need to be covered.
- e. When booking holiday spaces you will be asked to pay a 50% deposit, without the deposit we cannot guarantee your space. The deposit is non-refundable but will be used towards the full balance of your final invoice. Additional days added during the holiday period will also incur a 50% deposit
- f. Sickness during holidays will also be charged at full price.

The above policy is approved and hereby adopted by the IOOSCC Committee.

Updated May 2026.