

Inverbrothock Out of School Care Club

Charity Number: SC030097

Cancelation Policy

At Inverbrothock Out of School Care Club we operate a cancelation 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 as we may have extra staff in. This policy outlines a timescale for all cancelations.

- a. If a space has been booked for your child and you want to cancel it, you must do it **24 hours** 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 **24 hours** in advance of the placement starting the full fee for that space will be charged.
- c. If the 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.**
- d. If a child needs to be sent home from IOOSCC then no charge will be made.

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.
- c. When booking a holiday space please be aware that you will be charged for this space even if you cancel it. 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 things still need to be paid for.
- d. Holiday spaces should be paid in advance.
- e. Sickness during holidays will also be charged at full price.

The above policy is approved and hereby adopted by the IOOSCC Committee.
Updated February 2023.