

Please retain this document for your records.

These fees and conditions are effective from January 1st 2018. **This document should be read in full as it applies to all breakfast, after school and holiday bookings from this date.** If you have any queries please contact enquiries@hosc.co.uk before making a booking.

Breakfast Club

Breakfast clubs are available at our Coxheath and Tunbridge Wells settings, price includes escort to your child's school.

| School | From 7:15am | From 7:30am | From 8:00am |
|---------------------------------------|-------------|---------------|-------------|
| Coxheath | £4.50 | £4.00 | £3.50 |
| East Farleigh (Coxheath) ¹ | £6.50 | £6.00 | £5.50 |
| Hunton (Coxheath) ¹ | | | |
| St Matthew's (TW) | £5.00 | As 7:15 start | £4.00 |
| St Augustine's (TW) | | | |
| Southborough School (TW) | | | |
| Other Schools, please enquire | | | |

After School Clubs

Normal hours are end of school until 6:00pm. Extended hours to 6:30pm are available when pre-booked².

| School | School until 6:00pm | School until 6:30pm | Collection from a club at school other than at normal end of day |
|-------------------------------|---------------------|---------------------|--|
| Staplehurst | £12.00 | £14.50 | No charge |
| Coxheath | £12.50 | £15.00 | No charge |
| East Farleigh (Coxheath) | £14.70 | £17.20 | £4.00 |
| Hunton (Coxheath) | £16.00 | £18.50 | £4.00 |
| West Borough | £12.00 | £14.50 | No charge |
| St Michael's (West Borough) | £13.50 | £16.00 | £3.00 |
| St Francis (West Borough) | £13.50 | £16.00 | £3.00 |
| Jubilee (West Borough) | £13.50 | £16.00 | £3.00 |
| St John's (TW) | £15.00 | £17.50 | £3.50 |
| St Matthew's (TW) | £15.00 | £17.50 | £3.50 |
| St Augustine's (TW) | £15.00 | £17.50 | £3.50 |
| Southborough School | £15.00 | £17.50 | £3.50 |
| Other schools, please enquire | | | |

¹ Breakfast club fees for Hunton and East Farleigh schools are based on a minimum attendance each day. If attendance is below the minimum the fee applied will be greater to cover the cost to provide the service. Please enquire at the time of booking the relevant fee at that time.

² Pre-booked means arranged as part of a regular schedule or arranged before noon on the day of attendance.

After school prices shown are per child per session at the normal end of school time (i.e. between 2:50pm and 3:25pm) as applicable. Prices for collection from a school-run club or event at a time other than at the normal end of school is in addition to the regular after school club fee.

Retainer

Retainers are payable on registration based on 4 weeks usual fee. See below for further details.

Holiday Clubs

Hours 8:00am – 6:00pm. Early starts from 7:30am are available at no extra cost but *must* be pre-booked. Extended opening to 6:30pm is charged at £2.50 extra and must also be pre-booked².

Full Payment on booking is required for all Holiday Club sessions. Prices are per child per session.

| Coxheath and Tunbridge Wells settings | Full day: 8:00am – 6:00pm | Half day: 8am – 1pm, 1pm – 6pm |
|---------------------------------------|------------------------------|-----------------------------------|
| 8:00am – 6:00pm | £35.00 | £20.00 |
| 6:30pm finish | Full day + £2.50 | Half day + £2.50 |

Trips and special activities are normally arranged for at least one day per week during holidays. These are advertised on our website and full details are printed on holiday club booking forms. Fees for trips are in addition to the daily fee and are due with bookings.

Forest Club in holidays will be available most weeks during the holidays, charged at £10.00 in addition to the standard session fee

A full day must be booked on all trip and Forest Club days.

At Harlequin we seek to maintain our fees at an affordable level. Penalty fees (eg. for late collection, late notification and abandonment of sessions) are all fully avoidable by most parents who keep us informed. Further information is below:

1. General

- Please ensure you get a receipt every time you make a payment by cash.
- Four week's written notice (email) of any adhoc changes or cancellations is required. See 2 and 3 below.
- Booked sessions shall be charged as if taken even if not attended, irrespective of the reason for non-attendance. See 2 below.
- **Cleared funds** for payments must be received no later than the 1st of each calendar month, by cash or standing order, BACS transfer or childcare vouchers. See 5.
- Cheques are not accepted.
- Holiday club fees are due when submitting a Holiday Club booking form. See 5.
- Trip fees are in addition to normal session fees. See 5.
- Half day bookings are not available on days when a day trip is arranged. See 5.
- Invoices are emailed to the email account Harlequin hold for each parent, it is the parents' responsibility to ensure the email address we hold for you is one you access regularly, including during holidays and that we are informed of change of email address. Invoices are sent on about the 15th of each month. See 6.
- Non-payment of the fees will lead to the child's access to the club being refused. See 14.
- Adhoc sessions may be booked. See 3 and 4.
- Fees may be paid in regular, fixed monthly instalments by standing order or childcare vouchers. See 17.
- A late payment charge is levied if fees are not settled in full by the due date. See 14.
- A late notification charge is levied if a session is cancelled but we are not informed. See 16.

- An additional fee is charged to collect a child from a school organised club or event after the normal end of school time. See 11.
- An additional charge is made when a child is collected after their booked end time. See 13.
- Retainers will be forfeit if sessions are cancelled before a child starts or in their first three months attendance. See 9.
- Pre-booked means arranged as part of a regular schedule or arranged before noon on the day of attendance. For example 6.30pm finishes. See 12.
- Breakfast club fees for Hunton and East Farleigh schools are based on a minimum attendance each day. If attendance is below the minimum the fee applied will be greater to cover the cost to provide the service. Please enquire at the time of booking the relevant fee at that time.

2. Notice of termination

A minimum of 4 weeks written notice is required when you wish to terminate your child's place at Harlequin. Harlequin reserves the right to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs, or if termination of a place is considered by Harlequin to be in the best interests of the club and/or the continuing welfare of the other children at the club. Examples of this are a parent using foul language or being abusive to staff. Serious breaches of the agreement would include a parent frequently arriving late at the club without prior notification, or regularly failing to pay fees.

3. Changes and swaps

All sessions shall be charged as if taken unless four weeks written notice is provided. Swaps of booked sessions within a four week period are not permitted. Adhoc changes beyond four weeks will be made with no fee for the cancelled session up to a maximum of 2 sessions per school term (approximately each 6 weeks) per child.

Where 2 or more requests to change bookings are received in any school term, a review of the schedule may be made and where necessary may result in the change being deemed permanent. In this event parents will have the choice whether to pay for sessions (even if not used) in order to hold the space for the future terms, or for the regular schedule to be changed and adjustment made to the held retainer. Subsequent changes to schedule will be subject to payment of any retainer and availability for the session(s).

This policy is to enable Harlequin to permanently resell the given up schedule to a child on the waiting list.

4. Adhoc Sessions

Adhoc sessions are any session outside a regular weekly schedule.

Parents are welcome to request additional and adhoc sessions. These are granted provided there is sufficient space in the club and staff to make the pick-up from school, and payment is made with the request, in advance of the session date. If an adhoc request is made that cannot be fulfilled due to space, then no fee will be charged.

For children who only attend adhoc sessions, requests for adhoc dates should be made at least 2 weeks in advance of the month they refer to. This enables us to include them in the monthly invoice. Outside this time, a one off administration charge of £10 per month will be added to the invoice.

The minimum retainer of £50 per child is payable for users of adhoc sessions.

5. Holiday clubs

Holiday club bookings must be made on the forms provided. Trip costs indicated on the form do not include the standard day fee. On trip days, a full day must be booked.

Normal days are 8am to 6pm unless indicated on the booking form otherwise. Late finishes at 6.30pm must be pre-booked on the form to be charged at the indicated rate, otherwise collection after 6pm will be subject to the late collection charge (see 13).

7.30am starts are available at no extra charge but must be pre-booked on the booking form to enable adequate staffing.

Holiday club sessions are confirmed once full payment has cleared and the related form received, at which point all fees are non-refundable. A completed form represents your commitment to pay for the sessions booked on the form. Payment must be made at the same time the form is submitted.

If a session is full and cannot be offered by Harlequin, a full refund of session and trip fee will be issued.

6. Invoices and payment

Invoices for term time clubs are issued on about the 15th of the preceding month. These are generated based on each child's regular schedule and taking into account any requested changes and adhoc requests.

Invoices will detail all sessions booked, and the fee for that booking. It is parent's responsibility to ensure the right sessions are displayed on the invoice, as these are the dates we will collect the child from school.

Invoices are emailed to the primary email account for each parent/guardian.

The Harlequin office should be informed if invoices are not received by the 20th of each month.

Cleared funds for payments must be received no later than the 1st of each calendar month (see late payment surcharge below), by cash or standing order, BACS transfer or childcare vouchers. Automated bank and voucher transfer can take up to 5 days to be received; it is the customer's responsibility to ensure sufficient time is allowed for payments to clear.

Holiday club invoices are not mailed out, as holiday club bookings must be paid with booking. Holiday club invoices can be provided on request to enquiries@hosc.co.uk. Requests must be received within 28 days of the holiday, after that period an admin charge of £10 will be applied when issuing holiday club invoices.

Invoices for additional fees (see below) are normally issued by email weekly, and are due immediately.

7. Disputed invoices

If the amount or stated sessions on an invoice are not what you expect, please pay what you think is due, or the amount of the invoice if it is less, then contact the Harlequin office at enquiries@hosc.co.uk to resolve the discrepancy. Not paying for sessions booked because the invoice is incorrect will incur a late payment surcharge (see below).

Harlequin staff in the clubs will not have access to the computer to query fees and invoices during club hours.

8. Retainer

A retainer payment of four weeks' normal scheduled fees (after school and breakfast club or pre-school) is due when registering. This amount will vary as necessary when the number of booked sessions is changed. When notice is given to the club of a child leaving, a full refund of the retainer held will be issued after all remaining fees have been deducted. This is usually done by bank transfer or cheque within 6 weeks of the last session. See 9 Forfeit of retainer below

When registering a child to start sessions immediately, the retainer and fees for the current month need to be paid on booking.

Retainers must be paid in cash or by bank transfer. Childcare vouchers cannot be accepted for retainer payments for tax reasons.

Retainers are set as a minimum of £50 per child attending.

No interest is earned or paid on retainers.

See also 9 Forfeit of retainer and 10 Wait list and waiting list payment below.

9. Forfeit of retainer

Retainers are in place to demonstrate a commitment from parents to take up a session offered by Harlequin, in return we commit to ensure the requested session is available for their child. Places may be denied if there are not spaces and are only confirmed with the acceptance of the retainer.

Cancellations and changes in regular booked attendance (schedule) before the child's first session at the club and within the first three months of first scheduled attendance shall forfeit the retainer for those sessions. Minimum forfeit in these circumstances is £50, or the retainer equivalent to four weeks fees for the sessions cancelled, whichever is the greater amount.

See also 10 Wait list and waiting list payment below.

10. Wait list and waiting list payment

Harlequin hold a waiting list for any regular sessions that are full. These are managed on a first come first served basis.

In order to be added to the waiting list, a payment equal to four weeks fee for that session is required. Once the space is allocated this payment is added to the customers' retainer.

If a space does not become available or you choose to come off the waiting list, the payment made to enter the waiting list is refunded or credited to your account.

11. Clubs after school

Many schools run sports and activity clubs for pupils after school. We understand how these can be beneficial to children and support parents by providing a collection service from these clubs.

The fees for these extra collections reflect the travel cost involved and the need for additional staff to be able to be abstracted from the club in order to collect the children.

Therefore, for staffing and logistical reasons we cannot guarantee this service is always available.

Charges shown in the table above are based on the school attended and are only charged when used (unless a cancellation is not notified and member of Harlequin staff goes to the school or club unnecessarily, in which case an uninformed absence fee is also charged).

12. Pre-booked late finishes (6.30pm)

A finish time of 6.30pm can be booked on all after school and holiday club sessions. This end time must be indicated on the form at the time of booking, using the forms provided.

Adhoc late finishes can be booked in advance before noon on the day of attendance by email or telephone. In this case the extra fee shown in the table above will apply.

Notification after noon, or not at all, will count as a late collection and be subject to the late collection fee described below.

13. Late collection fee

£20 per family (siblings) for each 15 minutes or part after the pre-booked finish time is charged. Parents and children must leave the building before their booked finish time to avoid a late fee. Please plan any time necessary to talk to staff before this time.

This fee is charged whatever the reason for the delay in collection. Harlequin staff will remain with all uncollected children, and will determine when escalation is necessary in line with Harlequin policies.

If a third party collects a child late the late collection fee is charged to the parent.

14. Late payment of accounts

Any late full payment of invoices will be subject to a late payment surcharge of £15 on the date the invoice is due for payment, i.e. the first of the month it refers to. Harlequin reserves the right to apply a surcharge of 4% above the Bank of England base rate for late payment from the payment due date. Any late payment fee surcharge will be added to the outstanding invoice and re-issued weekly. £15 late fee will be added each week that the fee remains unpaid.

We may pass unpaid fees to a debt collection service after a total of 30 days from the initial invoice date, and the cost for this service will be added to the amount outstanding. In addition, in the event of fees being unpaid for more than 30 days, Harlequin reserves the right to refuse care for the child or children without further notice.

Even when the first day of the month falls during a school holiday (such as January and September) the latest date for payment of the fee shall be the first day of the month.

Where voucher and electronic payments are used, it remains the parent responsibility to ensure payment is made early enough to arrive before it is late.

15. Special care supplement

Children with special needs can be accommodated at the club by prior arrangement. Where their care requires additional or specialist staff the charge for the session shall be the normal session fee, plus a special care supplement. Special care supplements are determined individually based on the needs of the child and the potential impact on other users of the club. Typically special care supplements are between £3.00 and £8.00 per hour.

16. Late notification of cancellation (uninformed absence)

All non-attendance at after school club must be informed to the club by 2pm on the day of collection. This is to ensure staff and other children do not need to track down the whereabouts of a child who is ill, collected by a parent or visiting a friend or relative for the afternoon. Failure to inform staff creates anxiety in children, creates work in tracking down a child as they still must be accounted for, and wastes time. When we are not informed by phone (please don't rely on voicemail) or email before 2pm on the day, a late cancellation fee of £10 shall be added, in addition to the normal session fee, irrespective of the reason for absence.

To avoid this fee, please call 01622 749773 or 07734 507086 (Maidstone clubs) 01892 518065 or 07760 788820 (Tunbridge Wells) and speak to a member of staff before 2pm.

If your child is unwell and sent home from school on a day when we would normally collect them, it is important that we are informed immediately, by the parent or carer. The schools should not be asked to pass on messages.

17. Paying monthly

Fees may be paid in regular fixed monthly amounts. The formula for the amount is the average weekly fee x 3.5. This assumes payments are spread over 11 months from August (for September fee) to June (for July fee). Harlequin will request top up payments

or offer a refund if the account is getting in arrears or is in excess credit.

This formula only provides payment for breakfast and after school club. To spread the cost of holiday clubs through the year, estimate the number of days and fee required and add 1/12th to the monthly amount.

Monthly invoices are produced to show credits and debits carried forward from the previous month. Only sessions booked are charged.

18. Bank Charges

Any bank charges due to re-presented cheques or returned payments will be charged at the cost to Harlequin or £20, whichever is greater.

19. Summer holiday club instalments

By prior agreement with the managing director, and where the total holiday club fee is in excess of £450, Harlequin may be prepared to accept payments for holiday club by instalments. Harlequin will indicate the schedule for each payment as all fees must still be paid in advance of sessions attended. Any discounts are applied to the last instalment (see promotional discounts below).

20. Promotional discounts

From time to time, Harlequin may offer promotional discounts based on early commitment, or when more than a certain level of commitment is made, for example. Any discount is normally deducted once the booking is confirmed. Any overpayment will be refunded by cash, bank transfer or a credit on the family account within 6 weeks of the final discounted session. Holiday club discounts are applied in the final week in holiday club, full fees up to this time must be paid.

Children who attend our clubs may be eligible for a discount when hiring our venues for a party.

21. Preparation of financial statements

Harlequin receives a number of requests for accounts and official statements (for example for HMRC and employers) that take a long time to prepare and in some cases require retrieval of archived hard copy documentation.

Requests for detailed accounts to be prepared for historic review of sessions and payment made / due will be charged at the rate of £50 - £70. An estimate of the charge necessary will be provided before the account is prepared, and will require authorisation of the fee by the parent/guardian.

Harlequin will not charge for statements of accounts where the request is received directly from HMRC.

A charge of £15 will be made for each report to third parties of fees paid by parents receiving childcare funding from external sources. This includes Student Finance England and Tax credits. Request for this information must include the forms pre-completed by the parents and allow a minimum of 10 working days to be processed. Short notice and emergency requests, i.e. less than 10 working days, will be charged at the rate of £50 each request.

22. Harlequin adherence to fees policy

Harlequin staff will adhere to the terms of this policy to ensure fairness, equality and predictability of the service and charges provided.

Harlequin may review these fees at any time. New fees will be issued to parents a minimum of 4 weeks prior to their coming into effect.

When your child starts at Harlequin, you are agreeing to abide by all the clubs policies and fees. If you would like further clarification, please email enquiries@hosc.co.uk.

23. Effective date of fees

This document replaces all previous fees document and is applicable to all sessions and bookings from January 1st 2018.

[St Johns breakfast no longer offered – March 2018
Added Staplehurst – May 2018]