

Payment procedures

This is an abbreviated version of the Wacky Club Fees Policy. For further information on aspects of payment etc, please consult the full Policy contained in the Wacky Club Policies and Procedures.

General

The normal fees for care can be found on the booking forms. Extra fees are charged for late collection: £1.25 per child for late collection at the end of a first session of After-school Club £4 for collection between 6pm and 6:15pm and a further 50p per minute thereafter.

Fees are normally paid in arrears following receipt of an invoice, although advanced payment is required for Holiday Club places by families whose children do not attend Shelford School.

Invoices are prepared at the start of each term for payment, and you will be notified via the school newsletter and/or e-mail when the invoices are available.

Modes of payment

Electronic payment may be made directly into the Wacky bank account: the account details can be obtained on request from the Wacky Club treasurer. When making your payment, please reference the invoice number and the name of the child(ren) if possible.

Cheques should be made payable to "The Wacky Club" with the invoice number and the name of the child(ren) on the reverse, placed in an envelope addressed to the Wacky Club treasurer and left in the Wacky tray near the School Office.

Cash should be put in an envelope together with the name of the child(ren) and invoice number, the envelope addressed to the Wacky Club treasurer and left in the Wacky tray.

Childcare vouchers To pay electronically, reference the invoice number, and the name of the child(ren) if possible. To pay with paper vouchers, put them in an envelope addressed to the Wacky Club treasurer, together with the invoice number and the name of the child(ren).

We currently accept Computershare (Busy bees), Kiddivouchers, Saycare (Sodexo), Edenred (Accor), Care-4, Cooperative vouchers, NW Brown, and CCSG.

Whichever mode of payment you use, it is possible to spread your payment over several months and pay in instalments. The first payment should however represent at least a quarter of the total amount invoiced.

You should talk to the Wacky Club treasurer as soon as possible if you think you will have difficulties in paying your invoice.

Invoice Disputes

If you don't agree with the amount on the invoice, you should write to the Wacky Club treasurer, with a copy of the invoice, outlining the disputed amount and the reason for the dispute. Any such dispute letter must be received at the latest 14 days after the invoice date to be considered. In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent.

Booking cancellations

In order to get a refund, cancellations must be received in writing by the Wacky Club Playleader at the latest 2 weeks before the booked session. Sessions cancelled after that time will not be refunded. Any refunds will be credited in the next invoice / statement.

Forced closure of the Wacky Club

In extreme circumstances, the Wacky Club may be forced to close unexpectedly at short notice. If the Club is closed due to the closure of Shelford School (e.g. snow conditions), no refunds can be made. If the Club is closed for any other reason, reimbursement will be at the discretion of the committee. In the event that you are unable to collect the child (children) or if we are unable to reach you to notify you of the closure, then no refund will be made. Please ensure that the contact details we have for you are up-to-date, as we do not want to be in a situation where we cannot contact you.

Help with childcare payment

Childcare tax credits could assist with up to 70% of the cost of childcare. To find out if you qualify, call the Tax Credit Office on 0845 300 3900, or visit www.taxcredits.inlandrevenue.gov.uk. The Childcare Information Service may also be able to offer advice on paying for childcare; call them on 0845 0454014 or at info@opp-links.org.uk.