

The Ambleside Centre

Terms & Conditions – The Pastures

(March 2020)

Procedure for booking and payment:

Applications

- Pastures has places for: 12 children aged 3 months to 2 years; 20 children aged 2 years to 3+ years.
- Applications may be made at any time.
- Notification will be given that a place is available and a reservation has been made.
- Four weeks notice of cancellation or permanent change is required in writing.
- Please note a separate application is required if you wish your child to move to Meadows. A place in Pastures does not guarantee a place in Meadows.

Deposits

More than three months prior to the child's start date:

- A booking deposit of £25 is required for each day / part day booked.
- This amount will be deducted from the full deposit fee once the full deposit becomes payable.
- The £25 booking deposit will be lost if the place for any day / part day is cancelled or deferred by more than one month.
- A booking deposit may be paid by cash or cheque (payable to Wokingham Borough Council), not child-care vouchers.

Three months or less prior to the child's start date:

- The full deposit is required – please see the sliding scale.
- If you have already paid a booking deposit, this will be taken off the full deposit.
- Should a place be cancelled after the full deposit has been paid, the full deposit will be returned less the booking deposit provided that at least 4 weeks notice is given.
- The full deposit will be returned in full at the end of the child's time in Pastures, provided that 4 weeks notice of leaving is given, and that there are no outstanding fees. The deposit may be used to cover a child's final invoice, subject to the deposit being in excess of the fees outstanding. For those children moving on to Meadows the deposit will be amended accordingly.
- The deposit may be lost if payment is late by more than 1 week and the place allocated to the next child on the waiting list, or if 4 weeks notice is not given before leaving.
- A deposit may be paid by cash or cheque (payable to Wokingham Borough Council), not child-care vouchers.

Deferrals

- One month's notice is required to defer your child's place. Unfortunately deferrals of more than 1 month cannot be accepted due to our waiting list. If required parents may rejoin the waiting list.

Billing

- Monthly invoices and statements will be issued outlining all fees due and payments made. Receipts will only be issued to acknowledge cash payments.
- It is parents' responsibility to make payment by the due date and to check statements to ensure all payments are detailed correctly.
- Invoices and Statements of accounts will be emailed to parents whenever possible, or printed and passed to parents via the keyworker. It is parents' responsibility to collect, read and act upon this information.

Payment of fees

- Payment may be made by cash, cheque, debit card, standing order, electronic transfer or child-care vouchers.
- Payment is due at the beginning of each month on receipt of the invoice. It is parents' responsibility to ensure they have received/collected an invoice.
- Payment must clearly indicate the name of the child the payment is being made for. Cash payment should be handed to the administration team.
- If payment is not made within two weeks of the invoice date, a reminder will be given, allowing 1 week to make payment.
- If payment is not made by the end of the third week, the place and deposit may be lost and the place allocated to the next child on the waiting list.
- If payment is worked out yearly and regular set payments are made by standing order or/and child-care vouchers each month then a small amount outstanding (less than a weeks fees) would be acceptable.
- Bounced cheques will be viewed as missed payments and treated as above.

Discounts

- There will be a discounted rate for siblings when more than one child attends Pastures. Each sibling in Pastures will receive a 5% discount.
- A discount of 5% is given if a child attends for 5 full days per week.

Refunds

- Sessions include all food. No refunds are given for children not taking these meals unless a planned absence form is completed two weeks in advance for the absence of a whole session. Any other refunds for food are at the discretion of the Head teacher in exceptional circumstances.
- If the Centre has to close or we take the decision to close due to events or circumstances beyond our control, we shall be under no obligation to provide alternative childcare facilities to you or refund sessions.
- No reduction is available for sessions not used, planned or unplanned.

Cancellation

- Four weeks notice of cancellation or permanent change is required in writing.
- Bookings that are cancelled will not be considered for rebooking for an eight week period.
- Cancellations that are rebooked during a three month period will incur a £25.00 admin charge.

Minimum Booking

- A minimum of two sessions on two different days per week is required. This may be reviewed in exceptional circumstances.

Additional one-off sessions

- One-off additional bookings are dependent on space and cannot be booked earlier than one week before the date required.

2 year funded places

- When you have been offered and have accepted a funded place, information will be shared between Ambleside and Wokingham Borough Council for the collection of data on funded hours, attendance and other information as well as any other providers and professionals directly involved in caring for your child so that they have a better understanding of the needs of your child and your child's school once you have been offered a school place. See Privacy Notice for Pupils/Parents. This means that the information will only be used as stated above, it will be kept safe and secure and you have the right to see what information is being kept on you.

Sliding Scale for deposit/holding fee:

Parent pays (per week)	Deposit due
£0 - £5	£10
£5.01 - £10	£25
£10.01 - £15	£45
£15.01 - £20	£65
£20.01 - £30	£90
£30.01 - £40	£135
£40.01 - £50	£180
£50.01 - £60	£220
£60.01 - £75	£270

Parent pays (per week)	Deposit due
£75.01 - £100	£350
£100.01 - £125	£450
£125.01 - £150	£550
£150.01 - £175	£650
£175.01 - £200	£750
£200.01 - £225	£850
£225.01 - £250	£950
£250.01 - £275	£1050
£275.01 - £300	£1150

N.B. Fees are reviewed annually with any changes taking place in April. Any increase by our caterers (Cater Link) for cooked lunches will be passed on to parents with a minimum of one months notice.

Should this mean your deposit/holding fee falls in a different sliding scale band, then that band will become applicable.