

## XtraTime and TimeOut Admission & Fees Policy

This combined policy outlines the admissions, booking procedures, and fee structures for XtraTime (After School Care) and TimeOut Holiday Club.

### 1. Overview and Registration

Time Childcare (TCC) is a non-profit Charitable Incorporated Organisation. It provides registered Ofsted care for children aged 9 months to 11 years.

- **XtraTime After School Club (XT):** After school club care for ages 3–11.
- **XtraTime Breakfast Club (XTB):** Breakfast club for ages 3–11.
- **TimeOut (TO):** Holiday club care for ages 3–11.
- **Admissions:** Offered on a first-come, first-served basis.

### Registration Process

Parents must complete and share all paperwork before children attend.

- Contact the administrator to request the Parent/Carer Registration Form and book a visit/show around.
- Submit the official Registration Form.
- Submit the specific Booking Form.
- If in place; school support plans and EHCP's must be shared
- Attend a book visit/show around.

### 2. Waiting List Priority

When club spaces fill up, TCC establishes a waiting list. Priority is assigned using the following strict order:

1. **Children already registered with TCC**
2. **TCC staff can meet the needs of the child:** adequate and suitable staff availability
3. **Siblings:** Children with brothers or sisters already attending TCC.
4. **Volume:** Families requiring the highest number of weekly sessions.
5. **Poringland Primary:** Children currently attending Poringland Primary School.
6. **Local Area:** Children living locally who attend other schools.

### 3. Booking Procedures

All places are booked via [admin@timechildcare.org.uk](mailto:admin@timechildcare.org.uk) (BNHF and Short Breaks required online portal bookings additionally)

All session alterations require strict adherence to notice periods.

## How to Book or Alter Sessions Xtratime Sessions

- **4+ Weeks Notice:** Email Lynne at [admin@timechildcare.org.uk](mailto:admin@timechildcare.org.uk).
- **1 Week Notice:** Email Lynne at [admin@timechildcare.org.uk](mailto:admin@timechildcare.org.uk).
- **Same-Week Notice:** Email Lynne AND text Lauren on 07747 528 210.
- **Confirmation:** Always chase a response if confirmation is not received.

## Booking Types and Cancellations

- **XT Regular Bookings:** Charged whether the child attends or not.
- **XT Regular Cancellation:** Requires 4 weeks' written notice via email no charge.
- **TimeOut Bookings:** Must be booked and paid in advance to secure the booking.
- **TimeOut Refunds:** Discretionary by Trustees for exceptional circumstances only.
- **Ad Hoc Bookings:** Accepted if space/staffing permits, anytime up to the day.
- **Ad Hoc Cancellation:** Requires 48 hours' notice or full fees apply.
- **Session Swaps:** Not usually allowed, same-week for identical hours dependent on spaces/staffing and at managers discretion.

## 4. Fee Structure

Fees are reviewed annually by the Trustees.

### XtraTime Breakfast Fees

- **30 minute Session (08.00 - 08.30):** £7.50

### XtraTime After School Fees

- **2-Hour Session (15.00 – 17.00):** £13.50
- **3-Hour Session (15.00 – 18.00):** £20.00

### TimeOut Holiday Club Fees

| Session Type       | Hours         | Price  |
|--------------------|---------------|--------|
| Half Day (Morning) | 09:00 - 13:00 | £26.50 |

|                             |               |         |
|-----------------------------|---------------|---------|
| <b>Half Day (Afternoon)</b> | 13:00 - 17:00 | £26.50  |
| <b>Full Day</b>             | 09:00 - 17:00 | £49.50  |
| <b>Early Drop-off</b>       | 08:00 - 09:00 | + £4.00 |
| <b>Late Pick-up</b>         | 17:00 - 18:00 | + £4.00 |

## 5. Funded Places and Additional Support

TCC provides specific funded tracks and support frameworks.

### Funded Tracks

- **Financial Assistance (inc. working families):** see <https://childcare.beststartinlife.gov.uk> Best Start in Life, Childcare Checker.
- **TimeOut: BNHF Spaces:** Free for eligible families using official codes. <https://www.activenorfolk.org/public/bignorfolkholidayfun/> Early/late hours for Timeout are not covered.
- **Short Breaks:** Spaces for SEND children registered. <https://www.norfolk.gov.uk/shortbreaks> Early/late hours for Timeout are not covered.

### Support for children with additional needs (1:1/small group)

- **Explicit Request:** Support needs must be explicitly declared upon booking.
- **Prior Assessment:** Staff must review child needs before acceptance.
- **Staff Availability:** Bookings depend entirely on scheduled staff resources.

### Deposit Policy

To secure a registered place at XtraTime parents or carers must pay a refundable security deposit.

TimeOut Holiday Club sessions are paid for in advance, no deposit required.

**Deposit Amount:** The deposit amount is equivalent to the cost of two (2) scheduled sessions.

- **Payment Deadline:** This deposit must be paid within seven (7) days of a place being offered and before the child's placement is officially guaranteed.
- **Holding Period:** The deposit is held by Time Childcare for a fixed duration of 14 weeks from the child's start date.
- **Refund Terms:** The deposit will be fully refunded or credited to your account after 14 weeks, provided all scheduled fees have been paid in full and on time.

- **Forfeiture:** TCC reserves the right to retain the deposit if the placement is cancelled before the 14-week period ends, or if there are outstanding fees on the account.

## Payment Terms and Late Fees

Unpaid balances jeopardise your child's placement.

## Payment Rules

- **Advance Billing:** Regular invoices are raised monthly in advance.
- **Due Date:** Payment is due within 14 days of invoice.
- **Methods:** Electronic bank transfers or registered childcare vouchers.
- **Tax-Free Accounts:** Government tax-free childcare accounts are accepted.
- **Security:** Unpaid Timeout Holiday Club bookings remain open and are not secure.

## Late Payments and Queries

- **Queries:** Contact [admin@timechildcare.org.uk](mailto:admin@timechildcare.org.uk) immediately.
- **Payment Plans:** Contact the manager early to request term variations.
- **First Warning:** Written notice issued for unexcused late payments.
- **Formal Warning:** Issued by the manager for repeated late payments.
- **Termination:** Places are withdrawn and legal action taken if unpaid.