

WHITEFIELD PRIMARY SCHOOL
BOLA PRICING, BOOKING AND PAYMENT POLICY



Bookings

All sessions need to be booked at least half-terminly in advance; any sessions that are booked but not used will be charged at the full rate. Whilst we do try and accommodate everyone there will be days when this is not possible due to insurance restrictions. If you cancel your child's place (please see Cancellations/Terminations) it will be offered to children on the waiting list. We cannot guarantee that your place will still be available at a later date.

Adhoc Requirements

We do offer sessions on a last minute / adhoc basis when staff ratios and insurance allows. For places required during the 'current' week please contact the office who can advise of availability and for any requirement further in advance please speak to the BOLA manager.

New Reception Bookings

If your child is due to start with us in September in our new Reception intake we will guarantee a place for them providing we have received your requirements and a £10 bond per day by the specified date in June for example if you wish your child to attend 3 days a week we will require a £30.00 bond. This bond is non-refundable but will be deducted from your first invoice providing there has been no change to dates.

Rates and Discounts

Breakfast Club – 7.30am to 9.00am - £4.00 per session and a discounted rate of £3.20 for additional siblings.

After School Club – 3.30pm to 6.00pm - £6.50 per session and a discounted rate of £5.50 for additional siblings.

All fees cover the cost of a nutritional snack at each session.

Payment

Invoices will be emailed out at the end of each half-term for the whole of the coming half-term and payment is required in advance of your sessions. We will accept weekly payments however again these must be in advance of the sessions. Please make sure that payment for the first week back has reached us before the end of the holiday and for all further weeks' payment needs to be received on the Friday prior to the sessions.

For parents who are paying by the voucher system you will need to advise us as to your voucher provider and amount you will be paying each month.

All ad-hoc sessions need to be paid for in advance at time of booking.

Payment Methods

Our preferred payment method is via our online payment facility using a debit card. You will be given a username and password via the school office upon your child's admission. You may also pay by childcare vouchers, cash or cheque (cheques payable to Whitefield Primary School). Please allow up to 3 weeks for cheques to clear and make sure all payments coming into school are in a named envelope with your child's class and clearly named BOLA fees. If payments by cheque don't clear on a regular basis, this method of payment to individuals will be retracted.

Arrears

If your account is in arrears you will be advised of the outstanding amount by email. Non-payment of the debt by the end of that week will result in your child's place automatically being retracted and you will have to source alternative child care. Once you have paid your debt we cannot guarantee you can resume your sessions as these may have been taken up by children on our waiting list. The contact email address that we use will be the one you recorded on your data collection sheet at the beginning of the school year. It is your responsibility to ensure that these are up to date.

If you are having difficulty paying please contact Julie Garry, School Business Manager to discuss this further. Cases will be dealt with on an individual basis.

If your account remains in arrears your debt will be forwarded to Lancashire County Council Collections Department and your child/children will not be able to access BOLA during their time at Whitefield, until the account has been settled

Late Pick Ups

Every child must be collected no later than 6pm. If this is not the case you will be charged £10.00 per child and a subsequent charge of £10 will be made for every 15 minutes thereafter. Payment of these charges are required by the end of that week and non-payment will result in our arrears process being followed. Should late pickups become a regular occurrence we have the right to retract your place.

Shift Workers

Shift work is accommodated where possible when 2 full weeks' notice is given. However, we cannot guarantee places on days which are high in demand ie. Wednesdays which are currently operating to capacity for insurance purposes.

If you are a shift worker we will need to see this confirmed in writing by your employer with brief details of your shift pattern, this must then be handed to the BOLA Manager along with a Shift Pattern Request Form. Once this has been received your account will be flagged in order that the same pattern of requirement is not put in for each half term. It is your responsibility to complete the shift pattern request form and ensure it is given to the BOLA manager within the above timescale. We will advise within 48 working hours if we are unable to accommodate your need.

Absence/Time off

No concessions are made if your child is off school ill, on holiday, in after school clubs or going to friends for tea. If you have booked a session you will still be charged the full rate even if they do not attend as staff will have already been organised to cover their session.

Visits, Special Events and Trips

From time to time we may offer children the opportunity to attend special educational and leisure visits, such as the theatre or visitors into BOLA. We will make a charge for this to cover cost associated with the visit. We will inform all parents well in advance of any planned visits and will continue to provide our usual high quality of service for those parents who do not wish their children to take part.

Cancellation/Termination/Maternity Breaks

If you are not requiring a place in BOLA for the next ½ term you will have to advise us at least two week before we break up. This is also the case if you want to change the regular pattern of your child's attendance or cancel sessions.

If you are on a maternity break we will endeavour to accommodate your requirements when you wish your child to return however places cannot be guaranteed especially on days which are in high demand.

SHIFT PATTERN REQUEST FORM

Child/Children: _____

Date Received by BOLA Manager : _____

Week Commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

Week Commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

Week Commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

Week Commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

Week Commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

Week Commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

To be completed by BOLA Manager

Have we received a letter off the employer: YES / NO

Can this request be accommodated? YES / NO

Date parent advised:

Comments: