



The club will accept all children that are in Primary School or primary school aged. We cannot accept children that are 4 but still in Pre-School or that are 11 and are now in secondary school.

The manager will always strive to provide places but there may be times when places are not available and the club will operate a waiting list. Places are offered on a first- come first-served basis

Registration

When a parent/carer contacts Smartkidz Play and Learn enquiring about a place for their child, we will direct them to our registration page on our website.

<https://smarkkidzplayandlearn.co.uk/registration-admin/>



On this page, parents and carers will also be able to read our staff handbook.

When a new family registers, our welcome email is sent to them giving them further information on Smartkidz Play and Learn. This will include information on:

- Details of **Admission and Fees Policy**
- Communication choices
- Details of our **Complaints Policy**
- Details of our **Play Policy**
- EYFS information

Booking Places

Bookings are made by parents via their Magic Bookings account. If the day they are booking is full, we always encourage parents to email us to double check availability.

Sessions can be made up to 30 minutes before the sessions starts (24 hours before a sessions starts for Holiday club, if you wish to book holiday club after 24 hour deadline please email your setting).

Staff should only be contacted through Smartkidz phone numbers, Smartkidz email address or Smartkidz Facebook page. Staff should not be contacted through personal contact details such as mobile phone or social media pages.

Waiting list

To join the waiting list, you must contact your setting using the following emails, depending which club you wish to use:

Smartkidz @ Girton- Girton@smarkkidzplayandlearn.co.uk

How our waiting list works:

Our clubs will take up to 30 children, once we reach this amount a waiting list will be put in place, when we reach 35 children (5 more on the waiting list) we will then open up to 45 children, ONCE a new member of staff has been employed.

The waiting list will work on a “first come first serve” basis. The Clubs will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Smartkidz.

- When a vacancy at the Club becomes available, the play leader will contact the parent/carer highest on the waiting list.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Cancellation Notice and Charges:

- Any booked sessions which are not attended are still charged unless 14 days' notice is given.
- Parents must inform us if their children are arriving late at after school club due to attending an extra-curricular club.
- For Breakfast and After School clubs we are not able to swap sessions unless the 14 days' notice is given.
- Holiday booking day swaps can only be made subject to availability and with a minimum of 7 days' notice of the session you want to change. This must be done by email to the setting you are attending and addressed to the relevant Playleader depending on which club your child attends.
- Bookings cancelled during holiday club must be made 2 weeks before the cancellation date. Cancellations made before 2 weeks will still be charged.
- All bookings must be made prior to arriving onsite. If you arrive at a site and have not booked your child will not be accepted until a booking is made.

Child Leaving Smartkidz Play and Learn Ltd

There is a 2-week notice period for children leaving the out of school clubs. Fees will still need to be paid for these 2 weeks regardless of the child attending club or not.

Fees

Invoices are automatically generated by Magic Bookings.

The level of fees will be set by the Smartkidz management team and reviewed annually in the light of the club's financial position. The club will be sympathetic to requests for payment structure. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the manager at the earliest possible opportunity.

When booking your days in our out of school clubs you will be charged whether the child attends the club or not as this space has been held for the child.

If a parent/carer has used the club's services without payment or their payment has been dishonored and they have not agreed a payment date with the club's manager, the following procedure will be followed.

ACTION	TIMING
STEP 1 1 st reminder, write to the parent/carer to ask for payment within 14 days	From 14 days from invoice date.
STEP 2 2 nd reminder write to the parent/carer to ask for the payment within 14 days. Parents/carer will be sent a copy of the payment procedure.	From 14 days from 1 st reminder.
STEP 3 All overdue accounts & unpaid invoices are handled and dealt with by our collections team at Chameleon Collections. From this step, you will receive a administration charge of up to 5% of your invoice.	From 7 days after the 2 nd reminder. 

Methods of Payment

- **Credit/Debit cards**
Credit and debits cards can be used online when booking through Magic Bookings.
- **Childcare vouchers**
Parents need to advise the club administrator if they are paying by a voucher system as this will ensure that the above 'non-payment' procedures will not be taken forward due to the time it sometimes takes for the vouchers to be paid.
- **Cash, cheques and BACS**
Cash and cheque payments are **NOT** accepted.
- **Payment plans**
For bookings of 34 sessions or over a payment plan can be arranged via Magic Bookings.

Current fee structure

Daily Breakfast club fee (per child):

- Girton: £7.50

After school club fee:

- Girton: £14.50

Late booking fee for holiday clubs

It is important that we have bookings in at the earliest opportunity in order to make sure that we have correct staffing, resources, and time to organise children's individual needs where necessary. A late booking fee will come into place and the date of this will be on the booking form for the holiday club.

Discounts

Families with 3 children will get a 10% discount off 3rd child's daily fees.

Families with 4 children will get a 20% discount off 4th child's daily fees.

Late pick up fees

If you pick up your child after the agreed time, you will incur the following late fees per child:

£5 for the first 15 minutes.

Full session price for anything over 15 minutes.

£25 for anything over 30 minutes.

For more information please see “uncollected child policy” for details.

This policy was adopted by: Smartkidz Play and Learn	Date: August 2025
To be reviewed: August 2026	Signed: 