



# THE CABIN CREW OUT OF SCHOOL CLUB

Fees and Terms & Conditions  
for the Period  
April 2024 – April 2025

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Registered Charity Number: 1119785

Ofsted Reg: 251435

[www.thecabincrew.org.uk](http://www.thecabincrew.org.uk)

## **Administration Fee**

An administration fee of £25 is payable to register your interest in joining the Cabin Crew. This fee is deducted from the first month's invoice when your child is offered a space in the club. If a space on your required session is not immediately available, your child's name will be added to the waiting list for that session and you will be notified as soon as a space becomes free.

## **Annual Registration Fee**

For breakfast and after school club users there is an annual registration fee which is payable on joining the club and then each September thereafter. The annual registration fee is charged per family (this is immediate not extended family) regardless of how many children attend sessions at the club. The registration fee is payable with September fees or with the first month's fees for those joining at other times.

The current registration fees are as follows:

£10.00 per family joining in September

£5.00 per family joining after the school Easter holidays

## **Deposits**

On acceptance of a new member's place(s) at the Club, a deposit of an average 4 weeks' attendance at the breakfast and/or after school club is required and payable in advance of the first session. This deposit will then be used towards your last month's attendance at the club, or refunded if all fees are paid in full.

## **First Month's Fees**

An invoice for the first month's fees, the registration fee and the deposit will be issued and payment must be made within 14 days or before the first session if this is less than 14 days. Subsequent fees are invoiced in advance at the beginning of each month.

Therefore, the first invoice would consist of:

Registration fee	£10
Deposit	(1 months fees)
First months fees	(1 months fees)

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= £ to be paid within 14 days or the first session (if less than 14 days).

If payment is not made, the space will no longer be available and will be offered to the next family on the waiting list.

## **Acceptance of Sessions**

The club requires written acceptance of a permanent session offered within 5 days (email is accepted as written confirmation).

## **Helping the Environment**

With consent, invoices, messages and newsletters will be emailed to parents/carers. Please ensure you inform us if your email address changes or if you no longer want to be contacted in this way. If you need to update your email address, please speak to a member of staff at the club or email [amy.barker@thecabincrew.org.uk](mailto:amy.barker@thecabincrew.org.uk)

## **Breakfast Club**

### **Opening Times**

The current opening times for breakfast club are as follows:

7.30am – 8.40am Mon – Fri, term time only.

Please note that the full breakfast choice will not be available for children arriving after 8.20am.

### **Fees**

The current breakfast club fees are as follows:

£8.50 per child per session. This includes breakfast and all activities provided.

## **After School Club**

### **Opening Times**

The current opening times for after school club are as follows:

3.15pm – 6.00pm, Mon – Fri, term time only.

### **Fees**

The current after school club fees are as follows:

£10.00 per child per session where collection is before 4.30pm

£13.50 per child per session where collection is after 4.30pm

Both rates include a snack tea and all activities provided.

## **Discounts**

### **Siblings**

In the case of siblings attending the same session as a full paying child a 10% discount is applied on the full session rate. The current discounted fees for siblings are as follows:

Breakfast Club	£7.65 per session
After School Club (before 4.30pm)	£9.00 per session
After School Club (after 4.30pm)	£12.15 per session

The discounted rates above apply to the second child and all subsequent siblings.

## **Late Collection Fees**

The latest time children can be collected is 6.00 p.m. unless there are exceptional circumstances. Where children are collected after 6.00pm (by the Cabin Crew clock) a late collection fee will be applied to the next available invoice. This is because at least two members of staff must remain to supervise a child or children who have not been collected on time, and therefore we have to pay overtime to those staff.

The current late collection fee is as follows:

£10 per family per incident.

## **Cancellation and No Show Fees**

### **Breakfast and After School Club Sessions**

At least 4 school weeks' notice is required to cancel a session. This notice is required regardless if the cancellation is a one off or permanent to avoid being charged. If the cancellation is for a permanent session this must be in writing.

Any sessions cancelled outside of this or where children do not attend a booked session (a no show) will be charged at the full rate that would have been invoiced for that session.

### **Closure of the Club**

Please note that where Sidegate Primary School is closed for any reason, including exceptional weather, essential or emergency site maintenance, etc the Cabin Crew will also be closed.

If the School and Club is forced to close due to reasons beyond our control (including but not limited to the above) normal fees will still be applied.

Information on School closures is often available on local radio but can also be found on the school closures website. There is a link to this from the Cabin Crew website [www.thecabincrew.org.uk](http://www.thecabincrew.org.uk)

### **Payment of Fees**

- Fees are invoiced in advance at the beginning of each month.
- For breakfast and after school club sessions payment should be made within 7 days of the date of the invoice.
- For holiday club sessions payment must be made in advance at the time of booking. Please note that holiday club bookings will not be added to the diary or confirmed until full payment has been received.
- Where possible for security reasons, fees should be paid by online bank transfer. If this is not possible and payment is by cash, this will be verified by a member of staff with the parent/carer and a cash receipt issued. The Club does not hold any cash on the premises therefore the correct amount must be paid as no change will be given, or a credit can be carried forward to the next month.
- If any arrears are carried over to the following invoice month, an administration charge of £10 will be levied.
- All fees must be paid by the end of each half-term. If there are any arrears the parent/carer will be informed that their child's place will be cancelled at the start of the next half-term.

### **Childcare Vouchers and Tax-Free Childcare**

We accept payment through a number of childcare voucher schemes. Please contact us for our reference number if you wish to pay using childcare vouchers.

We also accept payment via the Government's Tax-Free childcare scheme. Please see <https://www.gov.uk/tax-free-childcare> for more information. You can search for us on the list of providers under 'The Cabin Crew Out of School Club Ipswich'.

### **Help with Fees**

Information about help with childcare fees including Childcare Tax Credits, Childcare support from your employer and support while you study can be found online at <https://www.gov.uk/help-with-childcare-costs>.

Parents/carers are encouraged to speak to a member of staff or the Committee if they have any query about an invoice or the overall fees policy.

We also understand that circumstances can sometimes arise that mean people have a difficulty in making a payment on time. If we are not aware of any issues we are unable to offer any help so please arrange an appointment to talk to us at the earliest possible opportunity if you are facing any difficulty with this. While we will try to be as helpful as possible please be aware that your child's/children's place at the club will be at risk if payments continue to be unpaid.

### **TAX CREDIT INFORMATION**

Please keep your invoices for enquiries with your Tax Credits, if you require duplicates there will be an additional charge of £10.00.