



THE CABIN CREW OUT OF SCHOOL CLUB

**Fees and Terms & Conditions
for the Period
May 2026 – April 2027**

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Registered Charity Number: 1119785

Ofsted Reg: 251435

www.thecabincrew.org.uk

Spaces at Breakfast and After School Clubs

Places at the club are offered on a permanent basis, therefore bookings are for the same sessions(s) each week. Because we must maintain strict staff-to-child ratios, our staffing and operating costs remain the same, regardless of your child's attendance. As such, fees remain payable in full and in advance.

If your child is unable to attend on any of your contracted days, we do not offer a swap to another day free of charge. Additional days can be accepted as a chargeable extra (subject to availability).

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 fee is £20.00 per family.

Security 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. The deposit is a one-off payment to show your intention and commitment to take up a place. The deposit will be held until your child leaves the club, at which point it will 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	£20
	Deposit	(1 months fees)
	First months fees	(1 months fees)

= £ to be paid within 14 days or by 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).

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:

£10.50 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:

£12.00 per child per session where collection is before 4.30pm

£15.50 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	£9.45 per session
After School Club (before 4.30pm)	£10.80 per session
After School Club (after 4.30pm)	£13.95 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. Parents must call to let the Club know they will be late. 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 £15 per family per incident.

Holidays

While we recognise that families may wish to travel or take breaks, our ability to maintain high-quality care depends on sustained and predictable income. However, we do offer an entitlement of a holiday period of up to two weeks during each academic year, when fees will not be charged, provided that the dates are booked and agreed with the Club and confirmed in writing or by email at least one month in advance. For example, if your child attends 3 sessions per week this is 6 sessions holiday entitlement per year. Absences for anything other than the booked and agreed holiday entitlement will be charged at the normal fee rate.

Notice of Leaving

At least 4 school weeks' notice in writing or by email is required to notify us that your child no longer requires a place at the club.

Permanent Changes to Booked Sessions

If you wish to make permanent changes to your contracted sessions please also request these in writing/by email giving at least 4 school weeks' notice.

Notification of Absence

Please inform the Club by telephone or text/message if your child will not be attending the club for any reason - for example if they are absent from school, on a school trip, going home with a friend etc. Please either call our main number 01473 715151 or text/WhatsApp our mobile number 07493 291804.

Failing to inform the Club of your child's absence is a serious issue. It immediately triggers Safeguarding Network missing education protocols, as staff will assume your child is missing. Because wraparound care is an extension of the school day, an unexplained absence means staff do not know if your child is safely at home or missing in transit. If you do not report it, the Club will initiate a "first-day calling" procedure, frantically calling your emergency contacts, conducting risk assessments, and possibly escalating the situation to local police or the Local Authority.

The Club reserves the right to charge a penalty fee of £10.00 on each occasion that a parent fails to inform us of a child's absence.

Payment of Fees

As a charity, the club operates on a budget. We rely on receiving payments on time so that we can make purchases and pay salaries that ensure our setting runs smoothly and meets you and your child's expectations.

- Fees are invoiced in advance at the beginning of each month. Fees are calculated monthly based on the number of days contracted to attend, plus any extra days booked for the previous month not already charged in the last invoice.
- 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, or by childcare vouchers or the government Tax-Free Childcare Scheme. 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, the Club reserves the right to charge a late payment fee of £20.00 for each month that this occurs.
- 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.

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

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

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 the Finance Manager 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 place at the club will be at risk if fees continue to be unpaid.