



## **Booking, Payment & Attendance Policy**

All children attending a Team Bees club must be booked onto the register and payment received before the required session. This is to ensure the safety of the child after or before school in the transition from school to one of our clubs. The cut off for bookings is 11.00a.m. on the day concerned. Emergency bookings after that time must be telephoned through to the Lead Administrator on 07368448577.

### **Booking and payment:**

#### **PayPal**

access our website [team-bees.com](http://team-bees.com) and follow the instructions on the desired school booking page.

#### **Block Booking**

Email Sharon Corfield, Lead Administrator, at [admin.teambees@icloud.com](mailto:admin.teambees@icloud.com) who will issue an invoice for BACS payment in advance of the session.

#### **Down Payment**

An upfront payment of £25.00, £50.00 (offering 1 free session) and £100 or over (offering 2 free sessions).

Further details on all booking and payment methods can be obtained from the Lead Administrator at [admin.teambees@icloud.com](mailto:admin.teambees@icloud.com) or found on <https://team-bees.com>.

#### **Cancellation**

In order for a cancelled session to be credited, Sharon Corfield must be notified by 11.00 a.m. on the day concerned. Any cancellations after that time cannot be credited or refunded.

#### **Credit expiry**

Any credit not used by the end of the school year will be transferable as long as the child returns to Team Bees clubs in September. Any remaining credit balance following a child leaving the school concerned, will be refundable up until three months following the day that Team Bees are notified of this.

## **Attendance**

### **Un-booked Children**

If a child arrives at a session and is not booked with Team Bees; the school will contact the parent/carer to clarify the child's arrangement. If parental contact cannot be made, the child will remain with the school office until contact is made. If the child is then to attend Team Bees our Sports Coaches will obtain the name, telephone number and email from the parent/carer on collection of the un-booked child, and will collaborate with the school up until that point. Identification in the form of a drivers card, passport or bank card will be required on all collections, whether originally booked in with Team Bees or not.

### **Late Collection of Children**

Parents are to contact our administration line on 07368448577, or failing this our Director via 07810641884 if they are going to be late collecting their child. An allowance of ten minutes grace is given after the end of session for children to be collected. Collection later than that incurs a penalty charge of **£5.00 per 10 minutes over that time.**

If after **30 minutes** contact has not been made the Director will contact the Head Teacher for advice. The child will remain in the care of the two Sports Coaches until collected by the parent. If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the Parent or Carer where the child has been taken to. A further message will be left on the parent/carer's telephone explaining this.

The Director will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

**This policy was adopted by:** Team Bees Ltd.

**Date:** 25.1.19 **To be reviewed:** 08.19

**Signed:** *Elliot Bee*

Written in accordance with the Statutory Framework for the Early Years Foundation

Stage (2012): Safeguarding and Welfare Requirements: Information for parents and carers.