Booking Arrangements

1.1. A new booking form, registration form and medical form must be completed at the start of the academic year for each child.

1.2. Long Term Bookings will only be accepted on a minimum of one day per week booking during term time.

1.3. If you are in receipt of any benefits (Child tax credits/ Universal Credit with the childcare component, housing benefit, etc.) and think you are entitled to the lower rate of Play Service fees then you need to attach a copy of your statement showing this entitlement. If you are unable to print this out you will need to meet with a member of our team to access the information online so we can verify your application.

1.4. Bookings relate ONLY to the child named on the booking form and are not transferable between days. This form is only relevant for the academic year 2019/20.

1.5. We are unable to book applicants in without a fully completed registration and medical form. If these have not been received with the application form or you are unable to access them at www.sutton.gov.uk/playservice please call 020 8770 4300 or email playservice@sutton.gov.uk

1.6. Allowance is made for one booking amendment per term; additional requests will incur an administrative charge of £10 per amendment. Please note it may not be possible to agree all requests.

2. Payments

2.1. It is the parent/carer’s responsibility to settle all invoices. We will invoice you in advance of your requested dates and all payments must be received by the due date stated on the invoice. You can pay using the following methods:
   ◆ Direct Debit. Available to download using the Sutton website www.sutton.gov.uk
   ◆ Via the internet. You may make a payment safely and securely using our website: www.sutton.gov.uk
   ◆ Over the telephone using our out of hours automated system 020 8770 7887
   ◆ Online banking. Account details can be found on the back of the invoice
   ◆ Cash/card payment at the Civic Offices between 9am – 5pm
   ◆ Childcare vouchers. Please call 020 8770 4300 for more information.
   ◆ Tax Free Childcare Scheme. Both Sutton Out of School Club and The Grange are registered as 'The Grange Play Centre, SM67BT'. Please email us the payment reference and amount paid each time (playservice@sutton.gov.uk) so that we can allocate your payment.
   ◆ Post Office/ Payzone Outlet
2.2 If you have an agreement with a second party to pay your childcare costs e.g. your employer, we require that you pay us directly by the due date of your invoice, and the other source must then refund you. The same terms and conditions apply for payment using childcare vouchers.

2.3 Please note: Failure to settle outstanding payments in accordance with the invoice due date will result in the suspension of the booking and referral to the Debt Recovery Team for action. Your child will be unable to attend the booked sessions and you will still be liable for payment unless cancellation has been made six weeks in advance as stated in our cancellation policy.

If the payment of your invoice is still outstanding 15 days after the due date this will result in you receiving a ‘Failure to Pay’ letter from the Play Service admin office (Unless prior agreement has been made with the Play Service admin team). If this happens three times within the academic year, the office will serve notice to permanently cancel your booking.

3. Emergency Bookings

3.1. Emergency bookings are subject to the availability of spaces and at the discretion of the Centre Manager.

3.2. Emergency bookings must be made on the day. It will cost £15 for the emergency session (after school club), which must be paid in cash on the day to the Centre Manager.

3.3. An emergency booking is not valid until it has been confirmed. Please contact the Centre Manager on 07522 219 747 (call or text), 07736 338 532 (call only), or email jenny.henry@sutton.gov.uk to arrange.

4. Collection of Children

4.1. Children must be collected on time. There is no provision to care for children outside the stated opening/closing hours. Additional fees will be incurred for late collection, these will be charged by the centre your child attends and payment is direct to the Centre. The cost is £5 per 15 minutes after 6.00pm.

4.2. If collection is going to be by anyone other than the nominated person/s on your registration form, the relevant centre/club or The Play Office must be informed before the collection is made. This must be a responsible adult, over the age of 16 and proof of identification will be required.

4.3. On INSET days, clubs/centres will be closed. Please let the booking office know as soon as you are advised by the school of their INSET days. INSET days can be found on the individual school’s website.

4.4. For the planned early closure dates e.g. last day of term, children will be collected from school at the earlier time, but must be collected from the centre by 4.30pm.
5. **Cancellations and Refunds**

5.1. No cancellations/refunds can be made for booked sessions once the invoice has been sent for processing.

5.2. We are unable to refund booked sessions if your child is unable to attend due to sickness.

5.3. Please inform the Club/Centre leader if your child does not require collection as this can cause a delay and confusion for both staff and children.

5.4. Permanent cancellations of the Long Term Booking arrangement must be made in writing, a minimum of 6 weeks in advance of cancelled booking.

5.5. Individual After School Activities – the Play Service cannot undertake to return to school/other collection point mid-session. It is the responsibility of the parent/carer to make other transfer arrangements and to notify the Play Service if the reserved place is not required for the duration of the activity.

6. **Sickness and Registration Details**

6.1. Sickness/Absence - please notify Club/Centre leader by 10am (holidays) and before 3pm (term time) if your child will not be attending through sickness or any other reason. If your child has not been attending school as a result of sickness he/she should not be sent to the Club/Centre. It is recommended that Children should not attend the centre unless they have been well for a period of 24 hours or 48 hours if they have had sickness and diarrhoea. Charges still apply for all absences.

6.2. Please notify this office immediately of any changes in a child's registration details e.g. health issues, support needs, new contact information etc.

7. **Exclusion**

7.1. We reserve the right to permanently remove children or parents who consistently display unacceptable behaviour at the Club/Centre. We have a zero tolerance policy against abuse of staff or customers.

8. **Additional Support**

8.1. If your child requires additional support in the setting parents must speak to the Centre Manager to discuss the child’s requirements.

9. **Fee Increases**

9.1. Any fee increases will be announced in April, to be implemented the following September.
# London Borough of Sutton Play Service Holiday Booking Form

**Christmas Holiday:** 20th December 2019 - 3rd January 2020  
**The Grange Play Centre**

## 1. Main Details

<table>
<thead>
<tr>
<th>Name of Child (please use one form per child):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Child’s Age at Present:</td>
<td></td>
</tr>
<tr>
<td>Child’s Date of Birth: DD/MM/YYYY</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Daytime Contact Telephone Number:</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
</tbody>
</table>

## 2. Dates Required

Please circle the dates you require eg:

- **Thursday 2nd January**
- **Monday 23rd December**
- **Monday 30th December**
- **Tuesday 31st December**
- **Thursday 2nd January**
- **Friday 3rd January**
- **Friday 20th December**

---

**Please note:** the lower rate can only be accepted with proof of your Child Tax Credit Letter or proof of the childcare element of your Universal Credit (please send copy if you have not already done so).
3. Payments

Are you in receipt of Universal Credit with the child care component or Child Tax Credits? If Yes, please send a copy of your entitlement letter (or proof of your universal credit) with your completed form. Please note this information will be treated in confidence.

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

4. Special Educational Needs and Disability

Please answer the following questions by ticking yes or no:

<table>
<thead>
<tr>
<th>Does your child have an identified special need, a disability or a special medical condition? If yes, please give brief details:</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does your child have an Education, Health and Care Plan (EHCP)?</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does your child have an Individual Education Plan (IEP)/ Learning Passport at School?</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

5. Declaration and Signature

I have read the above and understand and agree to the Terms and Conditions of the Long Term booking system. I agree to pay my invoice by the due date each month or risk having my booking permanently terminated.

<table>
<thead>
<tr>
<th>Parent/Carer Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: DD/MM/YYYY</td>
</tr>
</tbody>
</table>

Please sign and return the completed forms to:

Play Service (% Business Support Team)
London Borough of Sutton
Civic Offices
St Nicholas Way
Sutton SM1 1EA

Telephone Number: 020 8770 4300

Alternatively, you can scan the original documents and email them to us at playservice@sutton.gov.uk