

London Borough of Sutton Play Service Holiday Booking Form

Terms and Conditions – September 2020 to August 2021

Please read this carefully before completing your booking form.



1. 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. Exceptions will be made for Key Workers on shift patterns.
- 1.3. 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 2020/21
- 1.4. 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
- 1.5. Allowance is made for one **individual** booking amendment per term; additional amendments within the same term will incur an administrative charge of £10.00. Please note it may not be possible to agree to 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:
 - ❖ **By Direct Debit** - If you have made arrangements to pay by Direct Debit, no further action is required. If not, ring us on 020 8770 5422 to make this arrangement. All Direct Debits are protected under the Direct Debit Guarantee.
 - ❖ **Via the Internet** - You may make a payment safely and securely via our website at www.sutton.gov.uk. You will need your invoice number and credit/debit card details to complete the payment.
Please follow the following instructions on the Sutton website: Click 'Pay for' / then 'More in Pay for' / 'General invoices starting 318...' / and again 'General invoices starting 318...'
 - ❖ **By Automated Telephone (Touchtone)** - Contact the 24 hour touchtone service on 020 8770 7887 and select the "other payments" option if your

invoice begins with '318' You will need your invoice number and credit/debit card details to complete the payment.

- ❖ **On-Line Banking** - Contact your on-line banking service. To pay Sutton Council please quote the following:
Sutton Bank Sort Code: 30-80-12
Sutton Bank Account Number: 13740960
Your Invoice Number: This is shown on the front of this invoice/reminder and begins 318
Your invoice number must be quoted on any payments made. Please allow at least 5 working days for these payments to reach Sutton Council.
- ❖ **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.
- ❖ **At Banks** - Payments may be made at any branch of Lloyds Bank (where no fee is payable), or at any other bank, where a fee may be charged.
- ❖ **At a Post Office / Payzone outlet** - You can go to any post office or newsagent that shows the Payzone sign. You can find out your nearest Payzone outlet is by visiting <http://www.payzone.co.uk/Where>. Phone us on 020 8770 5422 if you need a Payzone payment card.

- 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 Jenny Henry the Play Service Manager.

- 3.2. Emergency bookings can ONLY be made on the day. The charge will be £17 for the emergency session, 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 Play Service Manager on 07522 219 747 (call or text) 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 must be informed 07522 219747 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. the last day of term, children will be collected from school at the earlier time, but **must** be collected from the centre by 4.30pm.
- 4.5. The Grange Play Centre is used as a Polling Station therefore will be closed on election days.

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 the 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 on 020 8770 4300 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.** Fee increases will be announced every April, and are implemented the following September.

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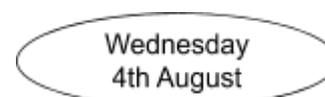
	Summer Holidays: 26th July - 31st August 2021 The Grange Play Centre
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1. Main Details

Name of Child (please use one form per child):	
Address:	
Contact Name:	
Email Address:	
Primary Contact Number:	
Child's Age at Present:	
Child's Date of Birth:	DD/MM/YYYY

2. Dates Required

Please circle the dates you require plus the total number of breakfast club days in the boxes provided eg:



Monday 26th July	Tuesday 27th July	Wednesday 28th July	Thursday 29th July	Friday 30th July
Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club
Monday 2nd August	Tuesday 3rd August	Wednesday 4th August	Thursday 5th August	Friday 6th August
Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club
Monday 9th August	Tuesday 10th August	Wednesday 11th August	Thursday 12th August	Friday 13th August
Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club
Monday 16th August	Tuesday 17th August	Wednesday 18th August	Thursday 19th August	Friday 20th August
Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club
Monday 23rd August	Tuesday 24th August	Wednesday 25th August	Thursday 26th August	Friday 27th August
Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club	Breakfast Club
Monday 30th August	Tuesday 31st August			
Breakfast Club	Breakfast Club			

Total:

Holiday Club

Breakfast Club

3. Special Educational Needs and Disability

Please answer the following questions by ticking yes or no:

Does your child have an identified special need, a disability or a special medical condition? If yes, please give brief details:	YES	NO
Does your child have an Education, Health and Care Plan (EHCP)?	YES	NO
Does your child have an Individual Education Plan (IEP)/ Learning Passport at School?	YES	NO

4. 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.

Parent/Carer Signature:	
Date:	DD/MM/YYYY

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