



New Fee Structure FAQ's

It says I have to book 'complete' hours – so is 8:30am-5:30pm ok?

Sorry, no, all hourly bookings need to be for complete hours 'on the hour' i.e.: 8:00am-5:00pm.

If I decide to do the session's e.g. sunny morning, do I have to bring my child in at 8am or can it be 8.30?

You can bring your child in at anytime in that session you don't have to be in at 8am but you will need to work out if booking on the hourly rate may be better for you.

My child/children is/are currently registered, do I have to pay the registration fee.

No

Do I have to stick to hours or sessions every month once I have made the decision or if it works better can I change in the future?

Yes if appropriate notice is given via booking form.

Do I have to have photos of everyone on the form?

Yes please.

How do the funded hours come off if you decide to do sessions?

It is calculated so your free funded hours are removed and you pay the difference.

Do I have to pay the escort fee for the OOSC?

Yes

Can I pay the 4-11 year old price even though my child has not started school but is 4 already?

No – this price bracket is only available to 4 year olds who have started school.

Do I have to give my password on the form as it is hardly as password if it is written down for all to see?

It is a requirement from our software management company to enable them to set up the access. All our records are confidential.

Do the discounts apply to lunches, escorts, parties etc.?

No – any discounts apply only to session/hourly fees.