



35: Admissions and Fees

Jesters is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

Admissions

When a parent/carer contacts Jesters enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the Club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form to confirm their child's place.

Parents/carers will also be encouraged to complete and sign the Emergency Medical Treatment Form.

Once the admission is secure, the Club Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at Jesters. At this stage, the provisions of the Settling In policy will come into operation.

Waiting List

To ensure that admissions to Jesters are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, Jester's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to Jesters in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. We will advise the parent/carer of how long they are likely to have to wait before a suitable

place becomes available. This information will only be an estimate and will not constitute a binding guarantee from Jesters.

- When a vacancy at Jesters becomes available, we will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Fees

Jesters understand that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of Jesters, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of Jester's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should preferably be made by Standing Order monthly. Individual payment arrangements can only be negotiated between the Senior Finance Controller and parents/carers.
- If the fees are not paid on time, Jesters will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Director has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at Jesters being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Director may agree to allow the child to continue attending Jesters for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Director if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at Jesters.