

## Administration and Fees Policy

### General

Study Right is registered with Ofsted. Our registration number is **EY493220**. We provide care for children between the ages of 8 and 18. Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the centre
2. Those requiring the greatest number of sessions/hours per week

### Registration

When an enquiry regarding places is made, parents or carers will be directed to all the relevant information, including:

- Information regarding availability of places
- Details of the Admissions and Fees Policy
- Registration form, medical form, parent contract, booking form
- Behaviour Management Policy
- Complaints Policy

If a place is available, the parents and child will be invited to visit the centre for a free initial assessment. The child will be able to attend the learning centre as soon as the completed forms are received.

If no places are available the parent will be informed and the child's name will be added to the waiting list. As soon as suitable places become available parents will be informed.

### Booking Procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and photo permission forms etc. before their children can attend the centre during the consultation.

- Permanent place:  
Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, *one month's notice* in writing is required.
- Temporary booking:  
We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the centre must be given 48 hours notice. If notice is not given, the place will still be charged for.

### Fee Structure

Fees are charged according to the child's year group and number of sessions required per week.

Study Right recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept Computershare childcare vouchers such as Busy Bee, Kiddie Vouchers etc.

- Fees are payable monthly in advance on the first working day of the month.
- Fees can only be paid by pre-arranged direct debit.
- Fees are charged for booked sessions whether the child attends or not. In the case a student is absent with a 24 hour notice provided, arrangements for alternative sessions will be made subject to availability.

### Payment of Fees

Fees are reviewed annually. Study Right will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the learning centre will inform the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the centre being withdrawn.

If the fees remain unpaid after all the above options have been explored, Study Right may have to cancel the child's place.

*[Written in accordance with the Safeguarding and Welfare Requirements: Information and records [3.68-3.75]]*