

Pioneer Childcare

Failure to cancel a booking Policy

Pioneer Childcare takes the responsibility to ensure the welfare and safeguarding of the children in our care extremely seriously. When a child is on our register but is not present at their school for Pioneer to collect, we are legally bound to immediately locate the child's whereabouts.

Our prime concern is for the safety and well-being of all the children in our care.

If a child cannot be located, our staff will implement the **Missing Child procedure** immediately.

Once the child has been safely located, the club manager will contact our administration team, where they will log the details of the non-cancellation.

Cancelling Sessions

It is the responsibility of the parent to follow the procedures stipulated below; should your child not be attending an afterschool session that they are booked in for.

- Each day that you have an afterschool session booked, you will be sent an email to notify you that your child is registered that day.
- You are able to cancel individual sessions online by following the steps below:
 1. Log into your account and go to "Bookings" then "Cancel individual session".
 2. Locate the session you would like to cancel.
 3. Click "Edit" then "Cancel".
- If you are unable to access your online account to cancel a session, you are able to reply to this email and we will cancel the session on your behalf.
- If you wish to cancel an afternoon session after 2.30pm, a phone call must be made to the office on **01444 411388**. We will then ensure that the club manager and staff are informed.

Cancellations made to the club manager verbally are not permitted and must be processed on our online booking system or by telephone to the head office.

Terms of non-cancellations

Parents will receive **3 warnings** for failing to cancel their afterschool club session.

- On the fourth occurrence, parents will be notified of a suspension to their account, with no opportunity to place term time bookings for the duration of the 3-month suspension.
- Non cancellation details will be held on our record for 12 months', after this time, the record will be cleared.
- You will be notified of each occurrence, once on the telephone from the club manager as they will be following the **Missing Child procedure** and once by email from head office.
- Correspondence for non-cancellation of sessions will be as follows:

1st instance - The club manager will discuss the cancellation policy on the telephone with the parent once they have confirmation the child has been safely located.
The office staff will send an email.

2nd instance - The club manager will discuss the cancellation policy on the telephone with the parent once they have confirmation the child has been safely located.
The office staff will send an email.

3rd instance - The club manager, once the missing child has been safely located, will discuss with the parent, our cancellation policy and **issue verbally their final warning** for not cancelling sessions.

The office staff will send an email and print a written copy to be given to the parent at club on their next booked session.

4th instance - The club manager, once the missing child has been safely located, will inform the parent that we will be cancelling their permanent booking with 1 calendar months' notice and prevent the opportunity for ad hoc bookings as well.

The office staff will send an email and print a written copy to be given to the parent at club on their next booked session.

If a parent fails to cancel a session that their child is registered to be attending in this notice period, their bookings will be cancelled with immediate effect and no refund will be given.

Suspension of term time bookings

- The suspension of a parent's account will be for **3 calendar months**.
- Within this time, they will not be able to use Pioneer Childcare for any term time childcare.
- The suspension of using our services will commence from the day after the last day of the notice period and will be confirmed in writing.
- Permanent bookings will be cancelled.
- Upon completion of the 3 months suspension, the parent will be able to make new bookings.
- These will be subject to availability at this time.
- No permanent booking spaces will be held during the suspension period.

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 th January 2023
To be reviewed: 24 th January 2024	Signed: <i>J. Wilkins</i>