

<http://www.littlevillagers.org.uk>

LIVINGSTON VILLAGE OUT OF SCHOOL CARE PROJECT [LVOOSCP]

Membership Terms & Conditions

LVOOSCP will at all times endeavour to treat users of the service with consistency and confidentiality.

The club is operated on a not for profit basis and is a Scottish Registered Charity (SC 03515). All fees paid to the club are used to pay staff salaries and to develop and sustain the club and the employees of LVOOSCP.

Fees will be reviewed annually (*or more frequently if the majority of the committee is in agreement*).

◆ Child Welfare

The welfare of your child is LVOOSCP's main priority. Please ensure that you advise the staff of any circumstances that may upset your child's normal behaviour. We can then ensure that your child feels content and happy at the Little Villagers and therefore gains maximum benefits from attending our club.

Ensure that Contact details are updated as and when appropriate. It is essential that LVOOSCP Staff can contact someone quickly if they deem it necessary.

◆ Childcare Responsibilities

When a child's parent/guardian [or nominated collector] is on the premises they are responsible for that child. LVOOSCP will take over responsibilities once the parent has left the child in our care and until they return to collect the child again.

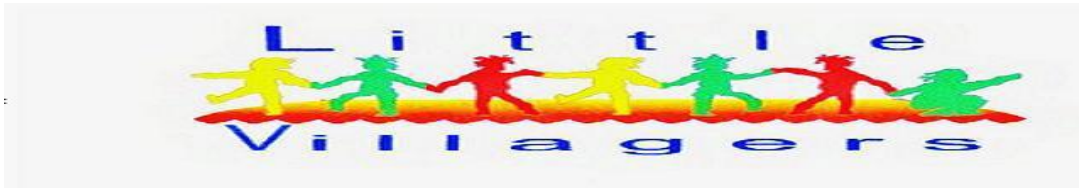
LVOOSCP staff cannot legally be responsible for children unless they are delivered to our premises by a nominated/registered person. If a child arrives at the club by themselves, they shall be refused entry and if necessary, Social Services may be contacted.

◆ Late Collection of Child/ren

The club closes at 17.45 during term time and holiday clubs.

ALL children must be collected before the official closing time. All children must be collected by a nominated/registered person. On no account is it permissible for collection of a child/ren by a person under the age of 16 years old.

If a parent or guardian is unavoidably delayed they **must** contact the club staff. *A charge of £12 per hour may be made for any child not collected before the official club closing time – with a minimum 1 hour charge being applied.*



If no contact has been made with the club staff and a parent or guardian has not arrived to collect a child soon after the official club closing time, the club staff will attempt to contact the parent or guardian and/or the emergency contact. Thereafter, the Social Work Department will be contacted, they will organise emergency care.

LVOOSCP understand that occasional and exceptional delays are possible however if the parent/guardian fails to notify club staff of the likelihood of late collection of their child/ren and/or late collections occur on more than one occasion, the LVOOSCP Service will be suspended for the child/ren and the Management Committee will consider cancellation of the membership.

◆ Allocation of Sessions

LVOOSCP Management Committee will allocate LVOOSCP sessions annually. Allocations will be based upon application requests and availability of sessions. [See Allocation Policy] This allocation shall remain unaltered until such times as the Management Committee indicate an alteration.

Members can request additional sessions in writing at any time and if sessions are available the Management Committee will consider allocating them. A reduction/change/cancellation of allocated session times must be made in writing using the *Change/Cancelation of Sessions Form* which is available on our website. All reductions/cancelations require a 1 month notice period.

Members will be charged for allocated sessions irrespective if they utilise them or not. Under no circumstances will an unused session be refunded retrospectively.

Temporary cancellation or suspension of sessions will not be considered.

FEES:

- **Annual Registration**
Registration costs, per family, **£10** [non-refundable]

Term Time:

- **Breakfast Club**
Mon to Fri - [08:00 to 08:50] **£2.80** [breakfast provided between 8 - 8.30 if required]
- **After School Club**
Mon to Thurs - [15:20 to 17:45] **£6.75** [including healthy snack]
Fri - [12:05 to 17:45] **£10.00** [including healthy snack]
- **Holiday Clubs**
 - Full day - [08:00 to 17:45] **£18.50**
 - Half day - [am 08:00 to 13:00] **£10.00**
 - [pm 13:00 to 17:45] **£10.00**



During specified school holidays and In-Service days LVOOSCP operates a holiday club. These will be advertised internally and on the website. Please check for details and ensure application forms are completed by due date.

◆ **Payment of Fees**

Acceptance of allocated sessions will constitute your contract with LVOOSCP and fees for these sessions **must be paid in advance**. Invoices will be sent out on, or around, the 21st day of the month prior to the due sessions. Fees **MUST** be paid by the 1st day of the month the due sessions will occur on. [E.g. Sessions for October will be invoiced around 21st of September and must be paid for by 1st of October].

It is also your responsibility to ensure LVOOSCP know you have made payment. This can be done by e-mail, by a clear identifier on voucher payments or Direct Banking Payments or by using the “Paid” form on the website.

Details on how and where to pay are listed below. They are also available on the website www.littlevillagers.org.uk.

If the bill is not paid within one week of due date then you may be charged a late fee of £5, which will be invoiced on the next month’s fees.

Payment should be made using one of the following **methods**:

Direct Banking

Please use these details – Remember to reference your payment and send an email/form

Royal Bank of Scotland

Sort Code - **83-28-45**

Account Number – **00653863**

Childcare Vouchers

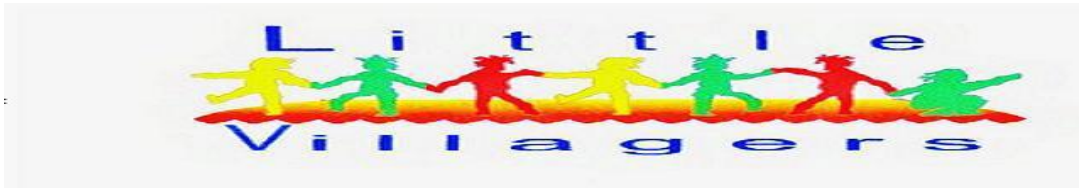
LVOOSCP accept a variety of Childcare vouchers, please ask the Co-ordinator for information

LVOOSCP is always reviewing payment methods and investigating other approaches such as online payments. Any changes will be notified via the normal channels.

◆ **Cancellations**

Term Time

Cancellations must be made in writing using the *Change/Cancelation of Sessions Form* which is available on our website. Cancellations require a 1 month notice period.



Holiday Club

Session can be cancelled if LVOOSCP are notified before the end of the closing date for applications Otherwise Holiday Club cancellations are subject to the full fee for that day.

Arrears of Fees

If any member's fees remain unpaid following the issue of a reminder letter, then a second letter will be issued requesting full payment and informing that failure to meet payment by the due date for the *next* month's service will result in all LVOOSCP services being withdrawn. LVOOSCP cannot collect children from class and provide a care service if fees are not paid.

It is the responsibility of the member to ensure payments are made in advance by the 1st day of the month.

If fees are outstanding for a period in excess of 4 weeks Member Registration will be withdrawn, [and legal debt recovery measures will be put in place]. Should that member wish to re-register in future they will have to re-pay the registration fee and join the back of the waiting list. No priority shall be given to previous member status. *Members who re-register will receive fair and non-discriminatory treatment in considering placement applications.*

Registrations will be refused if an outstanding debt to LVOOSCP exists.

Persistent late payment of fees by any member will be raised at the Management Committee meeting and the Management Committee will consider withdrawing membership.

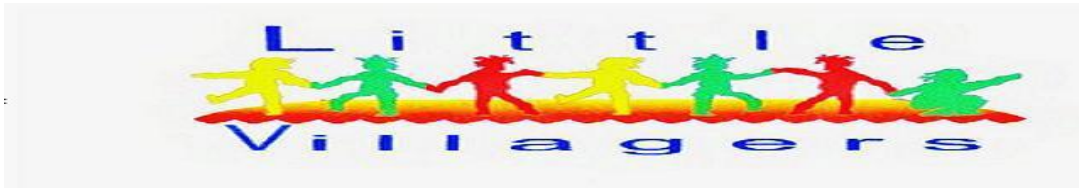
Recovery of debt

If fees are not paid to the club the debt may be passed to a debt collection agency or an application made to the small claims court. This could result in a Sheriff Court Ruling against you and this will show up on any future credit check carried out on you, and therefore could affect your ability to obtain credit, goods or services.

Financial Difficulties

If you are experiencing financial difficulties please speak to the Treasurer or to the Chair using the following e-mails. Other Committee Members emails can be found on our Website.

treasurer@littlevillagers.org.uk
chairperson@littlevillagers.org.uk



Other sources of help include

Citizens Advice Bureau West Lothian
Suite Seven
Shiel House
Shiel Walk
Craigshill
Livingston

01506 432977

The Advice Shop
Units 9-12
Waverley Industrial Estate
Bathgate
EH48 4HY

01506 776448

The National Debt Line [Scotland]:

Tel: 0808 808 4000

www.nationaldebtline.co.uk/scotland

Citizens Advice online Advice Guide

www.adviceguide.org.uk

Version no 4.1 04/2015. This document supersedes all previous fee collection and payment recovery policies.

It is essential that LVOOSCP store specific information concerning our members and the children in our care. This can be both in electronic and in paper format. We will only keep relevant/essential information. This information shall remain confidential at all times and shall not be shared with Third Parties [except for specific purposes as outlined in our Confidentiality Policy and our Child Protection Policy] or used for any other purpose, other than that prescribed. By accepting these Terms & Conditions you shall also be giving permission for this information to be kept by LVOOSCP.

I hereby give my consent by signing the appropriate section of the Registration Form.

The Terms & Conditions of membership of Livingston Village Out of School Care Project is under regular review. While the Committee welcomes comment from all parties regarding its policies and procedures, all final decisions regarding them, taking into account statutory considerations, remain with the Management Committee of Livingston Village Out of School Care Project.