**Livingston Village Out of School Care Project *[LVOOSCP]***

**Membership Terms & Conditions**

*LVOOSCP* will at all times treat all 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 035151).

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 at least annually at the AGM and more frequently if the majority of the committee is in agreement.

* **Fees Are Currently:**
* **Annual Registration**

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

**Term Time:**

* **Breakfast Club**:

Mon to Fri - [08:00 to 08:50] **£2.65** *[incl. breakfast if needed]*

* **After School Club**

Monday-Thursday [15:20 to 17:45] **£6.00** *[incl. afternoon snack]*

Friday [12:05 to 17:45] **£8.00** *[incl. afternoon snack]*

* **Holiday Clubs**

During most 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.

Full day [08:00 to 17:45] **£16**

Half day [a.m. 08:00 to 13:00]; [p.m. 13:00 to 17:45] **£8**

* **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.

* **Late Collection of Child/ren**

The club[s] closing times are listed above and are also advertised on the *LVOOCP* website.

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

**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.

* **Allocations of Sessions**

*LVOOSCP* Management Committee will allocate *LVOOSCP* sessions annually, following the AGM. Allocations will be based upon application requests and availability of sessions. 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 in allocated session times requires a 1 month notice period.

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

Temporary cancellations will not be considered. If a member no longer has a need for session times then they should notify the Management Committee of this in writing and the sessions can be allocated to another member.

* **Child Welfare**

The welfare of your child is *LVOOCPS*’s main priority. Please ensure that you advise the staff of any circumstances that may upset your child’s normal behaviour, or any other relevant factor that you feel is important for them to be aware of in order to ensure that your child/ren gains the 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.

* **Fees shall be paid monthly in advance**

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 “I’ve 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](http://www.littlevillagers.org.uk).

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

In order to remove the risk of having large sums of money left on the premises overnight, payment should be made using one of the following methods only**:**

Cheque
[pay by the 29th of the month to allow clearance by due date of 1st of month]

Direct Banking

Please use these details – **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 has future plans to bring online payments and email invoicing soon – details will be issued as and when available*.

**N.B. As of March 2010 cash payments will only be accepted in *exceptional* circumstances and only by prior arrangement with the Treasurer**.

* **Cancellations**

Term time

Cancellations must be made in writing one month in advance to avoid being billed for the sessions.

* **Holiday Club**

Cancellations on Holidays, Public Holidays and In-Service days are subject to the full fee for that day.

Session can be cancelled if LVOOSCP are notified before the end of the closing date for applications.

* **Arrears of Fees Payments.**

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 other Committee Members using the following e-mails

treasurer@littlevillagers.org.uk fees@littlevillagers.org.uk

Other sources of help include:

|  |  |
| --- | --- |
| **Citizens Advice Bureau West Lothian** | **The Advice Shop** |
| Suite Seven | Units 9-12, |
| Shiel House | Waverley Industrial Estate, |
| Shiel Walk | Bathgate, |
| Craigshill | EH48 4HY |
| 01506 432977 | 01506 776448 |

**The National Debt Line** [Scotland]: Tel: 0808 808 4000 / [www.nationaldebtline.co.uk/scotland](http://www.nationaldebtline.co.uk/scotland)

**Citizens Advice online Advice Guide** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Version no.1 01/03/2010. This document supersedes all previous fee collection and payment recovery policies.

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.

I confirm I have received a copy of Livingston Village Out of School Care Project Terms & Conditions.

I have read and accept the Terms & Conditions.

Child/Children’s name(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Sign\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_