

# **Y-Kidz Booking & Cancellations Policy**

**Department: Lifelong Learning**

**Owner: Training & Education Manager**

**Approval Route: YSS Board**

**Frequency of Revision: Annually**

<b>Version</b>	<b>Date Approved</b>	<b>Reason for Update</b>
1	June 2023	Revision of Policy
2	June 2024	Review
3	February 2025	Review
4	February 2026	Revision of Policy

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## **1. Y-Kidz Booking and Cancellations Policy**

To book a place for your child please visit [www.ymcaderbyshire.org.uk](http://www.ymcaderbyshire.org.uk) and follow the link to the Y-Kidz page and then the appropriate school or activity club page.

All bookings must be made online. For last minute bookings or in exceptional circumstances we will accept telephone or face-to-face bookings if places are still available however, confirmation must be received before the booking is complete. Please call the Y-Kidz team to discuss this further. Please note for all late bookings, children cannot be guaranteed a full evening meal due to food being prepared off site and prior to the club. Y-Kidz will always endeavour to provide an alternative option where possible.

Confirmation of your booking will be given within 24 hours.

All customers will need to create an account with us before attending any sessions. All information on the account is required before you will be allowed to book. If you have any problems please contact the Y-Kidz team.

## **2. Payments**

Full payment is required before your child can attend Y-Kidz.

Fees can be paid by card online via our website or through a range of childcare vouchers. We also accept payments via the Government Tax Free Childcare system. Please contact the team for more information.

## **3. Late Collection Fee**

There is a late collection fee of £5.00 for the first 15 minutes after the booked session and £2.00 for each of the 5 minutes following.

## **4. Cancellations**

It is important that all parties understand that we are a not-for-profit organisation and our budgets are planned in advance to allow full value for money.

Sessions may be cancelled without charge or changed up to seven days before your child is due to attend Y-Kidz. Any changes made with less than one week notice are liable for full payment unless in exceptional circumstances and will be assessed on an individual case, please talk to our team and keep us informed of any changes required.

## **5. Contacting Y-Kidz**

Parents must inform Y-Kidz if their child will not attend a booked session. We will follow up any unexplained absence promptly in line with safeguarding requirements.

Families must provide at least two emergency contacts (ideally more than two) as required under updated EYFS 2025 guidance.

For all bookings – including late bookings – parents must ensure allergy and medical information is fully updated to allow Y-Kidz to meet safer eating and allergy management requirements.

Safeguarding concerns must be reported to the Designated Safeguarding Lead (DSL). Booking information may be used to support safeguarding and welfare monitoring.

**Email:** [ykidz@ymcaderbyshire.org.uk](mailto:ykidz@ymcaderbyshire.org.uk)