

## 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 YKidz 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. Please call the Y-Kidz team to discuss this further.

Confirmation of your booking will be given within 24 hours.

A completed registration form must be received by Y-Kidz before your child can attend. This is so that we have the appropriate health details and emergency contact details for your child. This should be completed online via our online booking form. If you have any problems please contact the Y-Kidz team.

### **Payments:**

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

Fees can be paid online via our website or by childcare vouchers.

### **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.

### **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.

### **Contacting Y-Kidz:**

Booking hotline and all enquiries 01332 854647, Markeaton Primary School (during session): 07590452825

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

This policy was authorised by Y-Kidz	Date:4 <sup>th</sup> September 2017
Reviewed: July 2019	Signed: Julia Hodder
Next review: July 2020	