

Y-Kidz

Booking & Cancellations Policy

Department: Lifelong Learning

Owner: Training & Education Manager

Approval Route: Lifelong Learning Committee

Frequency of Revision: Yearly

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1	June 2023	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 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 however confirmation must be received before the booking is complete. Please call the Y-Kidz team to discuss this further.

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.

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:

Email: ykidz@ymcaderbyshire.org.uk