



KidsVentures

The KidsVentures Wraparound Care & Camps Bookings, Charges and Refunds Policy

NB: All parents/carers need to register with KidsVentures online in order to book.

KidsVentures provides care for children between the ages of 3 and 11, primarily serving the children of St John's Catholic Primary School.

Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. Children of St John's Catholic Primary School
4. Children living in the area attending other schools (applies to Holiday club provision)
5. Sibling of children who live in the area attending other schools (applies to Holiday club provision)

REGISTRATION AND BOOKING

- Before parents/carers can book, they must have registered with KidsVentures online (<https://bookings.kidsventures.co.uk/Identity/Account/Login>). This is to ensure children are appropriately safeguarded and supported.
- Sessions available for booking can be found and booked online through: <https://bookings.kidsventures.co.uk/Identity/Account/Login>
- Bookings can be made up to 48 hours' in advance. If booking more than 2 months in advance, parents and carers can choose to set-up their own payment plan rather than paying in advance for all bookings.
- Bookings are guaranteed and held once full payment has been received by KidsVentures.
- Academic Year Bookings: A booking is guaranteed and held once the first installment payment has been received by KidsVentures (see What Constitutes Payment) and an automatic booking receipt received via email.



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LATE BOOKING

- All bookings with less than 48 hours' notice of the booking start time are considered Late Bookings (including extensions to current bookings) and the relevant site must be contacted (via their mobile, not email).
- It is not possible to make a late booking online. These bookings are taken at the discretion of the KidsVentures Club Manager and carry a £3 late booking charge as they have to be manually administered.

PICK-UP/DROP OFF

- All children must be signed into the provision with a member of staff before being left by parents/carers unless 'Walk Home Permission' permission has been agreed and granted by a KidsVentures Club Manager. This cannot be granted until a child is in Year 5 and is at the discretion of a KidsVentures Club Manager.
- Children must be signed out with a KidsVentures Staff member by an authorised collector unless 'Walk Home Permission' permission has been agreed and granted by a KidsVentures Club Manager. This cannot be granted until a child is in Year 5 and is at the discretion of a KidsVentures Club Manager. St John's will also be informed of the arrangement.
- **COLLECTION TIME:** Collection time begins 15 minutes before the end time of a booking period. Please speak to the relevant site staff if an earlier collection time is needed.
- **END TIME:** Advertised end times indicate the latest time a child should be collected to avoid additional charges.

ABSENCES, CANCELLATIONS AND REFUNDS

ALL ABSENCES AND CANCELLATIONS

- If a child has to leave Ventures Club part way through a booked session, for example due to unsatisfactory behaviour, sickness, injury or a family emergency, a refund will not be made available.
- St John's Primary School should never be contacted to report absences or cancellations with KidsVentures. Schools do not pass on absence notification to local childcare providers.

ALL ABSENCES AND CANCELLATIONS - LESS THAN 48 HOURS'S NOTICE OF NON ATTENDANCE

- For absences with less than 48 hours' notice, contact KidsVentures via the site mobile (not email) to avoid delays in messages and potential charges being incurred.



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ABSENCE AND CANCELLATIONS – LESS THAN FOUR WEEKS' NOTICE OF NON-ATTENDANCE

- For absences or cancellations with less than four weeks' notice, parents and carers should contact the relevant site staff via the site mobile or email as soon as non-attendance is known to avoid any charges.
- If staff are not informed of an absence by close of registration at VentureSpace After School Club and the Club Manager has to enact a Missing Child procedure to locate the child, a £3 absence non-notification fee will be billed to the parent or carer. This is to partly cover the Club Manager time enacting Missing Child procedures and to reduce occurrences in order to improve our response if a genuine occurrence happened.
- No refunds or credits are provided with this notice period for any KidsVentures Club provision.

CANCELLATIONS AND REFUNDS – MORE THAN FOUR WEEKS' NOTICE

- Cancellations with more than four weeks' notice can be made online through the booking system. The balance from the cancelled booking will be credited onto the parent/carer online account to spend on another booking. This credited amount must be spent at KidsVentures Wraparound Clubs within 6 months, or it will be lost.
- If a parent or carer would like a monetary refund for any credit on their account after the cancellation of bookings, the request should be made to KidsVentures via email. Monetary refunds for card payments will be refunded via BACS payment to the parent bank account. Monetary refunds for childcare vouchers must be made back to the voucher provider due to HMRC regulations.

LATE COLLECTION AFTER CLOSE

- If a child is not collected by close time, the KidsVentures Club Manager will contact the first contact on the online parent account to ascertain an estimated pick-up time (this may be by text or phone call).
- If a child is collected after close time when Ventures Club closes but before the first ten minutes, a KidsVentures Club Manager can charge a discretionary £10 late charge per child.
- All collections after 10 minutes of closing will incur a £10 Late Collection Charge per booked child regardless of circumstance. An additional £10 Late Collection Charge per child will be made for every 10 minutes thereafter until 50 minutes after close.
- KidsVentures reserves the right to withdraw a child's current or future place without notice at any KidsVentures Club provision for non-payment of late pick-up charges. See late payments below.



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- KidsVentures reserves the right to revoke a child's place for repeated late pick-ups past close time. The KidsVentures Club Manager will always inform a parent/carer in advance before revoking a child's place for this reason.
- If a child has not been collected by 10 minutes after the Ventures Club close time and no direct contact has been made with the first contact or the identified person for collection, further phone calls will be made to all contacts supplied on the online account to make alternative arrangements for pick-up from Ventures Club. KidsVentures will not allow a child to leave on their own unless previously authorised by the parent and agreed by a KidsVentures Club Manager. Social services will be called if no direct contact can be made with any contact within 30 minutes of Ventures Club closing or if collection cannot be arranged before 50 minutes of closing. **See our Child Protection Policy for more information.**
- All costs incurred to KidsVentures Club to stay open 50 minutes beyond closing time will be charged to the parent/carer including inconvenience costs to all staff required to stay present including and not limited to transport costs for homeward journeys by staff. Inconvenience costs will be privately submitted by staff to the Managing Director for assessment. Inconvenience costs will be limited to £250 per staff member.

BOOKING PROCEDURE

- Parents must complete the digital registration form on our booking systems via our website: www.thekidsventures.com, ie contract, registration, medical, privacy notice, booking and photo permission forms, before their children can attend the club.

PERMANENT PLACE

- Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, (48 hours for individual bookings/4 weeks notice for recurring bookings) is required in order for your account to gain a credit note one month's notice in writing is required.

FEE STRUCTURE

Fees are charged at

VentureSpace Breakfast Club: £6

VentureSpace After-School Club Express: £8

VentureSpace After-School Club Extended: £15

VentureSpace After-School Club Express (Friday Edition): £10

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of Universal Credit. We are also registered to the Tax-Free Childcare scheme.



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- Fees are payable in advance to secure booked sessions. Payments may be made through our booking system, Tax-Free Childcare, approved childcare voucher schemes (where applicable), bank transfer, or other payment methods accepted by KidsVentures. Fees can be paid by TFC, childcare vouchers or direct debit.
- Fees are charged for all booked sessions, including non-attendance, as staffing and space allocation are arranged in advance.
- A 10% sibling discount is available for additional siblings attending booked sessions at KidsVentures Wraparound Care Clubs.
- Refunds or credits for cancelled sessions will be considered in line with the KidsVentures cancellation and booking T&Cs.

PAYMENT OF FEES

- Fees are reviewed annually. KidsVentures will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the director at the earliest opportunity. Any queries regarding fees should be directed to the director.
- If fees are not paid, KidsVentures will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time, we recommend that they arrange a meeting with the director as soon as possible.
- Where there is no explanation for repeated late payment, the director will contact the parents or carers to discuss payment options. The director may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the KidsVentures being withdrawn.
- If the fees remain unpaid after all the above options have been explored, KidsVentures may have to cancel the child's place.

REFUNDS AND CANCELLATION

For details of our refunds and cancellation policy please read our terms and conditions.

This policy was adopted by: The Kids Ventures Ltd	Date: July 2026
To be reviewed: July 2027	Signed: Barbara Matthew

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Information and Record Keeping [3.92], Information for Parents and Carers [3.97]