

Wise Owls Childcare Registration and Bookings Policy

Day Nurseries

Registration Confirmation

You will have 48 hours to accept a nursery place offered to you. A nursery place will only be confirmed once the following steps are completed:

- (i) Submission of the Registration Form
- (ii) Payment of a £95.00 non-refundable administration fee
- (iii) A deposit of £250 refundable at the end of your booking on payment of your final invoice. If your child does not start with us, you will not receive this back.
- (iv) Payment of 50% of the first month's fees (based on our non-funded rate), which will be applied to your first invoice. This will not take into account funding, but this fee will remain as credit on your account for when your child starts.

Your nursery place will be confirmed once these requirements have been fulfilled.

Attendance

Minimum attendance is 2 days, and 3 days for 30 hours funded places.) Part-time bookings must include a Friday or a Monday (subject to availability).

Bookings Policy

The following policy applies before your 3-month notice period commences (3-months from the booked start date).

We understand that circumstances can change, and we will aim to accommodate booking adjustments where possible and within reason, minimising the financial impact on families. However, due to high demand for places and the time gap between an initial booking and a start date, cancellations or changes may still result in costs for the nursery. To ensure appropriate staffing levels, we have a strict booking policy in place for any modifications to confirmed nursery bookings.

Requests for changes must be made in writing via info@wiseowlschildcare.co.uk

Any decision to change or cancel your booking must be finalised prior to the start of the 3-month notice period to avoid any further charges in addition to those outlined below. Be aware it can take 5 – 10 working days for us to look into this option. It is your responsibility to be aware of when your 3-month notice period begins.

Requests to delay your booking before the 3-month notice period commences

If you wish to change your child's start date before the 3-month notice period begins, we may consider offering some flexibility for booking changes up to one month of your original booked start date. If we can make this change, an admin fee of £100 payable on confirmations of the change to your booking will apply. Your deposit will remain in place to secure your amended booking and no further changes will be considered.

These will be considered based on availability and financial impact. We cannot guarantee that a booking can be changed once confirmed. If you then decide to cancel your booking and this is prior to the 3-month notice period your deposit will not be reimbursed but

If your cancellation falls within the 3-month notice period, please be aware that fees will be due in accordance with our terms and conditions.

Requests to reduce the number of days in your original booking before the 3-month notice period commences

If you wish to reduce the number of days your child will attend from your original confirmed booking in the period between the booking confirmation and the 3-month notice period prior to commencing, your booking will automatically be cancelled. You will then need to submit a new request for childcare on the days you now require. You will have 48 hours to accept your new offer and pay the £95 administration fee and £250 deposit. We will transfer the 50% of your first month's fees to your new booking and this will remain as credit on your account when your child starts. Other families wishing to book will be given priority in this situation.

If this request is within the 3-month notice period, please be aware that fees will be due in accordance with our terms and conditions.

We appreciate your understanding of the costs around providing high-quality childcare and cooperation in ensuring we can continue to provide this to all families.