

Block Bookings Policy and Procedures

Introduction:

This Policy is Authorised by: Bright Sparks Board

This Policy was issued on: 23rd November 2022

Purpose of the policy:

To help Bright Sparks to continue to provide services to children in Midlothian we need to charge for services we provide. This block booking charging policy was agreed by Bright Sparks Board.

The policy is intended to set out clear guidance and understanding of the reasons why Bright Sparks charges service users a block booking fee.

To ensure that children secure their space at a specific session.

To reduce cash handling.

Principles on which the charging policy is based:

1. The number of sessions in each term.
2. The charge will be based on ability to pay.
3. We will not charge more than the cost of providing the service.
4. Service users will be given appropriate notice prior to the payment due date.
5. All block bookings should be paid by the 1st day back of the new session.

Financial Hardship:

Service users can notify Bright Sparks if there are financial circumstances that will prevent them from being able to pay the full block booking amount each term.

Discussions can be made to arrange alternative payment methods.

Failure to pay:

If payment is not made within 7 days of the new term starting, child(ren)'s space at the session will not be guaranteed to continue.

Their space may be offered out to another child.