

### **Admission policy**

Funtime will be open for children aged 4 years to 16 years old. Children will be welcomed from all social, cultural and religious backgrounds. Admission of children with additional needs will need to be assessed on an individual basis after consultation with the parents and staff to ensure that all needs can be met within staff ratios. Every effort will be made to accommodate children with additional needs.

Funtime intends to make sure our setting is as accessible to all children and families within the restrictions of the building.

We share and promote our 'Equal Opportunities' policy. It is available to all parents, situated on the reception desk and a copy on our website [www.lordswoodleisure.co.uk](http://www.lordswoodleisure.co.uk).

When initial contact is made by a parent/carer a registration form is required for the child, these are done online at [www.lordswoodleisure.com](http://www.lordswoodleisure.com) .

Funtime operate a first come first serve basis. You will need to book in with reception either by person or by phone and payment is required when booking.

### **Cancellation & Fees**

It is not Funtime policy to issue cash refunds for any cancellations.

Any booked sessions which are not attended are still charged unless 72 hours' notice is given. If enough notice is provided a credit note will be issued that we have to be used within a two month period.

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All bookings must be made prior to arriving onsite. If you arrive and have not booked your child, you will not be accepted until a booking is made.

The Funtime Manager is the only person permitted to issue credit notes.

### **Late fees**

Late collection is recorded into incident book and if it is repeated a charge of £15 will be applied for the first 15 minutes, and £20 after 15 minutes this will need to be paid when the child is collected. One member of staff will supervise the child until the parents arrive.

