

## Terms and Conditions SAC Holiday Clubs:

- Applications must be submitted by the booking deadline date for October, Easter and Summer (TBC) information can be found on the South Ayrshire Website (link TBC)
- Completion of the application form for holiday clubs **does not** guarantee a booking at the holiday club.
- The date when applications open for holiday clubs will be available on the website (link TBC).
- Places are allocated on a first come first served basis.
- Applications can only be accommodated where space and staffing allows.
- An annual registration fee of £10 per family will apply. This is a single payment and will not apply twice if parents use after school and holiday club.
- South Ayrshire Council will send confirmation of booking, **cost** and **payment link** for each block booked for afterschool the holiday club to the email address supplied by the main applicant, if your email address changes please advise Educational Services immediately, [ChildcareServices@south-ayrshire.gov.uk](mailto:ChildcareServices@south-ayrshire.gov.uk).
- Parents/carers will receive one reminder e mail before the payment due date. Where payment is not received by the due date the place will be withdrawn.
- Where parents/carers are persistently late with payments and receive multiple reminders, they will be notified that their place will be withdrawn.
- Any changes or cancellations to bookings made but not yet paid for must be e mailed to [ChildcareServices@south-ayrshire.gov.uk](mailto:ChildcareServices@south-ayrshire.gov.uk).
- Where bookings have been made and not yet paid for parents/carers can cancel or amend by contacting [ChildcareServices@south-ayrshire.gov.uk](mailto:ChildcareServices@south-ayrshire.gov.uk) giving at least two weeks' notice. There is no requirement to submit a new application. Childcare Services will review availability and any requests to amend sessions booked.
- Where parents/carers wish to use the service on an ad hoc basis bookings can be made at any time and must be paid for in advance. Failure to do so may result in access to the service for any future bookings being withdrawn.
- No refunds can be made to bookings confirmed, paid for and not used e.g. holidays and sickness.
- No charges will be applied where the service is closed e.g. public holidays and in-service days.
- Parents/carers making applications for holiday clubs will be required to pay in advance. Where payment is not received, in the timescale outlined, access to the service will be withdrawn. Parents will be required to pay any outstanding amounts prior to accessing any further blocks booked for holiday club and/or after school club.
- Childcare Vouchers will be accepted and HMRC Tax Free Childcare Scheme may be available for payment.
- Any charges not covered by student funding must be paid by the parent /carer.
- Sessions must be paid for in advance therefore if no payment is received by the advised date your space will be withdrawn.
- Where a service is full a waiting list will apply.

- For emergency/ad hoc bookings, where space allows, payment must be made within 24 hours. Failure to do so may result in access to the service for any future bookings being withdrawn.
- Children must be collected on time. Persistent late collection may result in the service being withdrawn and additional charges applied.
- Our services will operate with a minimum of 10 bookings. If we are unable to operate a service due to insufficient bookings we will give you 7 days' notice and we will offer to transfer your booking to another South Ayrshire Council service, where operating or provide a refund.
- Children should bring their own snack, lunch and drinks for holiday clubs. Parents should provide 2 snacks if children are booked in all day. Guidance on healthy snacks and lunches can be found here



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snack leaflet updated  
march 2021.pub

- **Failure to adhere to the terms and conditions may result in access to the service and any future bookings being withdrawn.**