**PAYMENT AND CANCELLATION TERMS AND CONDITIONS**

**Payments**

* All booking must be made via the SEN Venture Booking Form, which is available on our website <http://senventure.com>;
* **Half of the payment** is to be made **at the time of booking** to reserve a place on sessions; the **remaining payment** must be paid **within 4 weeks of booking** to secure a place on sessions. Payments for **late booking** (within 4 weeks before session) **must be paid at the time of booking** to secure a place on sessions. You may forfeit your place by not paying on time;
* Payments can be made through Hertfordshire County Council direct payments or private payments, payable by BACS**.** Bank details will be given at time of booking.
* All of SEN Venture Saturday Club and Holiday Play-Scheme prices can be found on the SEN Venture Booking Form, which is available via our website <http://senventure.com>. Our prices do not include day trips or haircut and blow-dry (additional prices apply);
* Payments for day trips will need to be paid on the return of parent/carer day trip consent letters;
* Haircut and blow-dry will be paid on the day of appointment.

**Cancelation and Non attendance**

**Cancelation by us**

We reserve the right to cancel our service in the following circumstances:

* The School is closed due to unforeseen circumstances, such as poor weather conditions. In cases where the school contacts parents direct or notice is published on the schools or counties websites informing of closure, we will deem this as notice that the Saturday Club, Holiday Play Scheme and After School Club (Breakspeare School only) will not be open;
* Staff shortages. In the very rare case that a safe level of supervision cannot be provided we will notify you at the earliest opportunity;
* Should the Saturday Club, Holiday Play Scheme and After School Club (Breakspeare School only) be terminated by either the school or ourselves, we will endeavour to give parents/carers prior notice;
* Non-payment (half payment or full payment) upon booking unless agreed by us.

**Cancelation by Parents/Carers**

Parents will NOT be billed for cancellation in the following special circumstances and payment will carry forward to the next booking;

* Absences due to sickness or hospitalisation and parents /carers notify us **2 days** **before the booked session** by calling 07947627599. Please do not assume that the school has informed SEN Venture of any absences.
* Extreme weather conditions or other unforeseen circumstance that deems a risk;
* Family bereavement.

**NON-ATTENDANCE**

* If a child/young person does not attend booked session and SEN Venture are not contacted **2 days** **before the booked session** this will be counted as non-attendance. Therefore payment will not be carried forward to the next booking;
* If a child/young person is booked onto a session and does not attend, payment will not be carried forward to the next booking;

**COLLECTION POLICY**

**Normal pick-up Procedure**

* Children/young people should be collected on time at the end of their allotted time, there may be additional fee for late pick-up
* Children/young people will not be allowed to leave with a person not known to SEN Venture staff. This notification must be made by the parent/carer either in person or by phoning SEN Venture prior to collection.
* A signature and time of arrival/departure will be required from parent/carer collecting the child/young person. **This is a mandatory requirement.**

**Late pick-up Procedure**

**In the event of a child/young person not being picked-up at the allocated time, the following steps will occur:**

* SEN Venture staff will contact the parent/carer. If there is no reply, we will call the emergency contact numbers provided on the booking form.

SEN Venture staff will not allow the child to leave with anyone else unless the parent or carer requests it (i.e. over the phone or if they notified SEN Venture staff prior to pick-up).

* A Late pick-up fee of £5 will apply every 20 minutes after allocated time.
* In the event of unsuccessful communications between parent/carer and SEN Venture staff and upon the following hour of the pickup due time. SEN Venture has a duty of care to inform Children Social Services.