

Terms and Conditions | 08.09.25

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Registration, Consents and Collectors

- All children must be registered to use any The Play Professionals service. Please use our booking system called MagicBooking using this address:
<https://theplayprofessionals.magicbooking.co.uk/identity/account/login>
- Children's registration must be completed using our online booking system and account holders must answer all the questions, including Contacts, Consents, Allergies, Dietary Needs, Medications, Medical Conditions and SEND.
- Regarding the 'consent for trips and off-site activities' and the related 'consent for first aid treatment during any off-site activity', parents must be aware that:
 - The trips and activities covered by these consents include all off-site activities that take place during the Playscheme Holiday Clubs or Term Time.
 - We will provide information about off site activities in advance. To check the day out programme for the Playscheme Holiday Club, please visit <https://playp.org.uk/holiday-playscheme/>.
 - You can, if you wish, tell the Play Professionals that you do not want your child to take part in any trip or off site activity. You can do this by editing the relevant consent.
- Account holders must keep their child's registration information (such as contact details, classroom name, collector's details, emergency contacts and the child's needs) up to date to inform The Play Professionals of any changes.
- Registration is free.
- For safeguarding reasons all **children under 8 years of age** should be collected from site by a known, designated adult or siblings provided they are **16 years old or above**. **Children over 8** can leave unaccompanied only with consent from Parent/Carer (this can be updated on MagicBooking under the Children's consents), although we suggest that parents consider the maturity and confidence of their child(ren).

Health & Safety

Under 5's and toileting

We are registered with Ofsted for our Breakfast Club, After-School Club, and childcare services. We understand that children may occasionally have toileting 'accidents', and our staff members are trained to handle such situations with empathy and understanding. We actively encourage toileting independence among all our children and work closely with parents and carers to ensure that each child's individual needs are met. We kindly ask all parents and carers to also encourage their children to be toilet independent before attending the clubs.

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Children with Additional Needs

As an early years childcare setting, we endeavour to make reasonable adjustments to ensure that all children have the same play and learning opportunities. We also try to ensure that all children get the support they need when they need it and that all children have every opportunity to reach their potential. **Parents will need to complete our [SEND assessment form](#) prior to their child starting to give us all the information we need to assess our ability to meet any additional needs** and send it to us via email at info@playp.org.uk.

If, to meet a child's needs effectively, a one to one or support staff member has been identified for them during the school day, we will also need to have that arrangement in place to be able to respond to the child's needs. In this case, parents would need to access the council's 'Local Offer', which is a requirement to provide information in one place: detailing the services and activities that families can find locally and how to access them to secure the necessary support. This includes Childcare options, including expertise to support children with SEND.

Once support is identified and put in place, we will also offer ongoing assessments, that will keep you informed about your child's development and we will discuss concerns with you and agree on how best to support them, as well as considering if further specialist input is needed.

Bookings

Staff to Child Ratio

In terms of child-to-staff ratios, we strictly adhere to statutory guidance within the Early Years age group, which may have an impact on bookings.

Regular Service (recurring weekdays)

- The Play Professionals' regular termly service requires children to be booked on the same day, every week, from the time of the booking commencement until the end of term.
- A termly booking can start any day within the first week from the beginning of the term and will roll over until the last week of the term.
- A £25.00 administration fee applies when parents want to cancel a booking in full, whereas changing a booking is free of charge. Changing a booking includes swapping, reduction, or addition of days; **Please note that we cannot cancel individual sessions from a termly booking but only recurring weekdays all throughout the term.** To change or cancel your booking, please download the appropriate form from our website: <https://playp.org.uk/>. Navigate to the dashboard area and click on 'Amend Booking.' Complete the form and email it to info@playp.org.uk.
- The regular service is designed for families with predictable childcare needs.
- **The regular service must be booked by the account holder using the online system as we don't offer bookings on behalf of parents.**
- **Bookings for the regular service do not roll over from one term to another and must be made on a termly basis.**

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Superheroes One-off Emergency Service

- 1) Children must be registered with The Play Professionals and have an active account with no overdue outstanding balance to use the Superheroes service.
- 2) This service is designed for families who require greater flexibility and do not require the same days every week or families who require ad hoc places or emergency care at short notice.
- 3) Superheroes places are charged at a slightly higher rate than the regular termly service and prices are available on our online [booking system](#).
- 4) **Superheroes Online:** We offer a fully automated online service where parents can book up to 15 minutes before their scheduled Breakfast or After School Club session is set to start (10 minutes before at St. Leonard's).
- 5) **Superheroes Over the Phone:** We still offer the Superheroes line where parents struggle with the online system or have an issue with their account. Parents can book ad-hoc sessions by calling the Superheroes hotline on **020 8678 5959 / 5968 between 9:30 and 13:30**.
 - a) After School Club is bookable up 13:30 on the same day the session is needed.
 - b) Breakfast Club is bookable up to 13:30 the working day before the session is needed.
 - c) Payment for the session will also be taken over the phone at the time of making the booking and the session will be logged on the Superheroes register.

All Services

- By completing a booking, the account holder confirms their agreement with the terms and conditions.
- Account holders must ensure that all payments are received by the due dates.

Notice Period

- **Termly Bookings:** Starting from the Spring Term 2024, parents can book up until **8 hours** before their first session is scheduled to start.
- **Holiday Playscheme:** Parents can book up until **15 minutes** before a Playscheme session is scheduled to start.
- **Superheroes Online:** Parents can book up until **15 minutes** before a session is scheduled to start (10 minutes for our service at St. Leonard's).
- **Superheroes over the phone:** Parents can book over the phone **up until 13:30**, on the same day for the After School Club and 1 working day before for the Breakfast Club. The Superheroes line is 020 8678 5959 / 5968.
- If a child registered with us accesses the service without a formal regular booking or payment, **The Play Professionals reserve the right to refuse acceptance**. In such cases, the child will be returned to the care of the school. If the child is permitted to attend the session, it will be recorded by the on-site staff as a Superheroes place that will become due for immediate payment (which can be settled online through our booking system).

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- If a non-registered child attends, who is not known to us and does not have a formal booking or payment, we will not be able to offer them a place, and they will be returned to the care of the school.

Term Time Periods

- Autumn term – September to December
- Spring term – January to March
- Summer term – April to July

Holiday Periods

- February (Spring Term) Half Term – one week in February
- Easter – two weeks in March/April
- May (Summer Term) Half Term – one week in May
- Summer – four weeks in July/August
- October (Autumn Term) Half Term – one week in October

INSET Days

INSET Days are not chargeable and are not included in the booking schedule. If, for any reason, an INSET day has been included in your booking (for example where the date was unknown at the time our programme was published) this will be cancelled, and a credit automatically be issued to the account where it is due.

Collection Time

To comply with legislation all children must be collected on time:

- After school clubs – children must be collected by the advertised closing time of the club at 6pm (5:45pm at St. Leonard's).
- Holiday playschemes – children must be collected by the time that the confirmed booking states (either 1:00pm, or 5.30pm).
- **Late collection** – if children are collected late from any service there is a late collection fee for each half hour or part of. Where a late collection fee is incurred, an invoice will be added to the online account in respect of the late fees due.

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Payment Methods

1. Debit and Credit Cards

Payment can be made by any debit or credit card (at no extra charges) except American Express.

2. Childcare Vouchers

We accept childcare vouchers to help parents benefit from tax-free childcare at no extra costs **as we removed the £3.50 handling fee from January 2024.**

Payment schedules for childcare vouchers are fixed and must be made as follows:

- Vouchers must be paid in full or monthly before the term ends.
- First voucher payment must be received before a child is due to start attending.

3. Cash

We do not accept cash payments.

4. Direct Debit and Standing Order

We are unable to offer Account Holders the option to pay by direct debit or standing order because of the high cost to The Play Professionals in administering these types of payments.

Payment Terms

- Termly bookings can be paid in full at the start of term or by monthly instalment plan.
- Holiday playscheme fees must be paid in full in advance.
- Monthly payment instalments can be made over a maximum period of months depending on when the booking is placed.
- Fees for all bookings and additional charges must be paid in full before the end of term.
- Payment instalments must be set up by the Account Holder at the time of the booking for payments to be taken automatically in equal amounts on the same date each month that the Account Holder chooses. This is completed at the checkout stage of the booking.

Bookings will be cancelled if:

- The first payment is declined or not received within 24 hours of booking.
- A monthly payment instalment plan is not set up within 24 hours of making a booking.
- Where a payment date falls on a Saturday or Sunday the account holder must make an allowance for the payment to be taken on another day (usually the following Monday) and ensure that the payment reaches us.

It is the account holder's responsibility to:

- Ensure there are sufficient funds in their account to make the payment on the due date.
- If a card has been cancelled, parents must save a new card on MagicBooking to avoid their payments being declined and avoid administration fees. To save a new card on MagicBooking parents must make a small partial payment of £1.00 before an instalment is due.

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- Ensure their account is cleared and the full term's fees are paid at least two weeks before the end of term.
- **Account holders and families with outstanding fees will be unable to make further bookings until all fees are paid.**
- Outstanding fees and debts will not be carried over from one term to the following term.
- The Play Professionals are only able to alter the dates of any payment schedule once it has been set up by the account holder.

Missed, Declined and Late Payments

- All missed, declined and late payments of any type (voucher and card) will incur an administration fee of £30.00.
- A missed or late payment is any payment (voucher and card) that is not cleared by the due date agreed at the time of booking.
- A declined payment is any payment that is declined by the bank for any reason or where the payment card is not accepted for any reason when presented for payment.

Examples of missed payments are:

- Childcare vouchers not paid as agreed with The Play Professionals.
- Card declined by bank for any reason.
- Card not authorised for payment.
- Card cancelled, lost, or stolen.
- Card with insufficient funds.
- Invoice not paid by due date.
- Late collection fee not paid by due date.
- It is the responsibility of the Account Holder to ensure that all payments are met on the due date.
- If a card is lost or stolen, it is the responsibility of the Account Holder to save a new card on MagicBooking.

Deferred Payment or Credit

We do not offer credit under any circumstances, but we may be able to offer alternative payment arrangements for families facing unusual circumstances such as a delay in tax credits, starting a new job etc. Please email info@playp.org.uk bringing your situation to our attention.

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Grants and Funding

- If you are claiming a grant from Student Finance England, Job Centre Plus or any other funder, please email info@playp.org.uk immediately.
- The fees for our services are different for families who receive grants or bursaries and where we are asked to receive a payment for the childcare in arrears or required to issue an invoice to collect the fees.

Parents whose fees are being paid by a grant or bursary must:

- Provide all claim and evidence forms to The Play Professionals Business Team for completion.

Concessions (Subsidised Places)

- Children may be eligible to take up one after school session per week at a discounted rate of £5.00. This applies to families unable to claim their childcare costs through a grant, bursary, or Working Tax Credits
- Families must be in receipt of one of the following:
 - Income support
 - Income-based Jobseeker's Allowance (JSA) – not contributions based
 - Income-related Employment and Support Allowance (ESA)
 - Support through part VI of the Immigration and Asylum Act
 - The guaranteed element of State Pension Credit
 - Universal Credit
- Some discretionary free places are available for children in families with special circumstances.
- Families who receive a grant, bursary, Child Tax Credits or Working Tax Credits are unable to claim a subsidised place.
- Families who are eligible must provide written evidence. This evidence can be emailed to info@playp.org.uk.

Change of Booking and Cancellations

- All changes and cancellations for termly bookings must be emailed to info@playp.org.uk.
- Should a balance remain after a change or a cancellation is made, parent can choose to keep it as credit on the account or to have it refunded to their bank account.
- To change your booking please use the [Change of Booking form](#).
- To cancel your booking please use the [Cancel Booking form](#).

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- If you are unable to download the form from the website, contact info@playp.org.uk in the first instance with:
 - Parent's name
 - Child's name
 - The site the child attends
 - The days the child attends
 - What changes you want to make or if you want to cancel the place completely
 - Parent's bank account details
- An administration fee of £25.00 is charged only for full booking cancellation.

Holiday Playscheme Cancellation Policy

- Change (within 48 hours of the session):

Changes to booked sessions requested within 48 hours of the scheduled start time cannot be guaranteed and are subject to availability. We will do our best to accommodate requests, but changes made at short notice may not be possible.

- Cancel (48 hours before the session):

Sessions must be cancelled at least 48 hours in advance. We can offer to reschedule the session to another available date. Please note that refunds are not provided, but we will do our best to move your booking to a suitable alternative date.

- Credit (in exceptional circumstances only)

In exceptional circumstances, we may offer a credit towards a future session. This is assessed on a case-by-case basis and is not guaranteed..

Credits and Refunds

- If there is a credit on an account this may be used against future bookings.
- Refund payments are made by direct BACS transfer.

Refunds/Credits are not given for:

- Short periods of illness (less than two weeks for term time and less than three working days for holiday playscheme).
- Family holidays or school camp.
- Where the service is available, but the child chooses not to attend.
- Lost or damaged personal property.
- Superheroes.

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Refunds/Credits are given for:

- Long periods of illness (more than two weeks for term time and more than three working days for holiday playscheme).
- Where the service is unavailable through circumstances beyond our control e.g., Polling Day, school flooded, social disorder, strike days.

Debt Recovery

- When fees become overdue through a missed or declined payment and a debt is incurred, The Play Professionals will contact the Account Holder to give them an opportunity to make an immediate payment.
- If the Account Holder makes an immediate payment and providing it is the first time the Account Holder has missed a payment, The Play Professionals reserve the right to waive the missed payment fee.
- If the Account Holder is unable to make an immediate payment The Play Professionals may offer the Account Holder an opportunity to make a deferred payment or payments to repay the amount at an agreed date. This will only be offered providing the Account Holder contacts The Play Professionals within 24 hours of receiving notification of a missed or declined payment.
- If the Account Holder does not agree to make the payment on a later date and where The Play Professionals are unable to recover the payment, a four-stage formal debt recovery process will commence for The Play Professionals to recover the debt and any administration charges from the Account Holder.
- At any stage of the formal debt recovery process the Account Holder may request an alternative payment schedule if they are experiencing financial hardship.
- At each stage of the formal debt recovery process, if the fees remain unpaid, a further administration fee is incurred by the Account Holder, and this is added to the debt.
- The Play Professionals will avoid taking Court Action except in cases where:
 - The Play Professionals has offered support to the Account Holder, but this has not been taken up by the Account Holder.
 - The Play Professionals has made alternative arrangements for payment with the Account Holder that have subsequently not been honoured.
 - The Play Professionals has good reason to believe that the Account Holder is avoiding or evading making payment or where an account has had more than two failed or missed payments in the past.
 - The Play Professionals believe that the reputation of the Charity or character of the officers representing The Play Professionals are at risk.

Stage 1

If The Play Professionals do not hear from the Account Holder within 24 hours of the missed or declined payment a stage 1 administration fee is incurred.

The Play Professionals will:

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- Write to the registered Account Holder, by email to the address held on the account.
- Request payment in full (including Stage 1 administration fee) within a further 24 hours.
- If payment is received by the deadline no further action will be taken.
- If an alternative payment date is agreed with the Account Holder and providing that payment is successful, no further action will be taken.
- If payment is not received by the deadline the debt will be progressed to stage 2.

Stage 2

If The Play Professionals do not hear from the Account Holder within one week of Stage 1 notification a Stage 2 administration fee is incurred.

The Play Professionals will:

- Write to the registered Account Holder, by email to the address held on the account.
- Request payment in full (including stage 1 and 2 administration fees) within 24 hours.
- If payment is received by the deadline no further action will be taken.
- If payment is not received by the deadline the debt will be progressed to stage 3 and the child(ren) will be unable to continue to use the service with immediate effect.

Stage 3

If The Play Professionals do not hear from the Account Holder within the next 24 hours a Stage 3 administration fee is incurred

The Play Professionals will:

- Write to the registered Account Holder, by email to the address held on the account.
- Request payment in full (including stage 1, 2 and 3 administration fees) within 24 hours.
- Inform the parent that this is the last chance to pay, or two days' notice will be given that The Play Professionals will take action to recover the debt through the County Court
- If payment is received by the deadline no further action will be taken and the child(ren) will be allowed to resume attendance at the service with immediate effect.
- If payment is not received by the deadline the debt will be progressed to stage 4 (Court Action)

Stage 4 (Legal Action)

- If the debt is progressed to a stage 4 action, The Play Professionals will commence proceedings through the County Court.
- County Court action will be taken where all other attempts to recover the debt have failed.
- Where County Court action is necessary The Play Professionals will charge an administration fee in addition to the actual amounts charged by the court directly.
- All court fees and costs will be claimed from the Account Holder.

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Administration Charges

- Late Collection Fee (for each half hour or part of) £50.00
- Debt Recovery Stage 1 £30.00
- Debt Recovery Stage 2 £30.00
- Debt Recovery Stage 3 £30.00
- Debt Recovery Stage 4 (Court Action) £250.00
- Cancellation/Refund of Booking £25.00
- Booking Adjustment Fee £5.00

Email Communication Disclaimer

By opting in to receive marketing emails from The Play Professionals, you acknowledge and agree that while we make every effort to ensure the timely and accurate delivery of marketing emails, there may be instances beyond our control where technical issues may prevent the successful transmission or receipt of such messages. The Play Professionals shall not be held responsible for any failure in the sending, delivery, or connection of marketing emails arising from factors such as, but not limited to, technical issues within the Magic Booking system or the recipient's email account.

It is the parent's responsibility to check when bookings open. You can do this by emailing us at info@playp.org.uk or checking our [website](#).

We recommend that parents ensure their contact information is up-to-date to facilitate effective communication. We shall not be liable for any consequences resulting from outdated or inaccurate contact information provided by the recipient.