

## Cancellation & Late Collection Policy

We aim to provide a flexible and supportive service for parents and families within our community. As we operate in a unique way, we must also ensure that our services are sustainable and effective. Please read the following policy to understand our procedures in place regarding cancellation and late collection.

### *Cancellation Agreement*

**All bookings via our online booking system are unfortunately non-refundable.**

If you have pre booked a session with My Time Wellness childcare, your session will remain payable in times of absence. This is due to our limited availability, therefore by booking a session, we may have turned down another family wishing to book in at this time. As our unique system is flexible, we recommend that you only book in when you are sure you wish to attend, therefore reducing our need to cancel. We are aware however that sometimes, cancellations are unavoidable due to sickness and other external factors, therefore in extenuating circumstances, if 72 hours notice is provided we will attempt to rearrange your session, please note this is done at our discretion. If your child however attends the setting, and parents are called early to collect their child, in these events we will be unable to rearrange sessions.

### *Late Collection Agreement*

All children must be collected by the end of their agreed session time. If a child has not been collected at the end of their session, every attempt will be made to contact their parents and emergency contacts. If after half an hour no contact has been made the Directors would be contacted. After one hour, if no contact has been made the Nursery Manager would phone children's social care who would decide the next step. As we offer a flexible service, collection time is crucial to the effective running of our sessions. If you are aware you are going to be delayed, please contact the setting immediately to arrange extended care.

A small fee of £5 for every 10 minutes will be charged.