



**Set Your Sights**

*Fulfilling All Potentials*



**Set Your Sights  
Before and After School Club**

**Additional Booking and  
Cancellation Policy for  
Covid-19**

## Booking and Cancellation Policy for Covid 19

### Policy Statement

This policy is written as an addition to our Registration and Booking Procedures Policy, which forms part of our full policy document and can be found on our website - [www.setyoursights.net](http://www.setyoursights.net)

This policy is valid from September 2020 and will be ongoing during the existence of Covid-19 measures or until amended.

At Set Your Sights, our policy is to make our clubs accessible to all children and families attending the schools in which we work ('the School'). We aim to ensure that our clubs welcome all sections of the school community through open and clearly communicated booking and registration procedures. Whilst we need to keep children within government advised 'bubbles' we will be required to understand who is attending the club on each day and will be required to forward plan for the correct staff to child ratio.

Please note that our standard cancellation policy of 6pm two working days prior to the session applies for all cancellations except isolation due to Covid exposure or positive test.

The addition to our Booking and Cancellation Policy will be regularly reviewed and updated to reflect changes to the government guidance. Once deemed appropriate, this policy will permanently reflected within our policy document or be removed.

### Procedures

#### **Before School Clubs**

##### Booking Policy

From our reopening on 14th September, **all before school club sessions will need to be booked in advance**. This is so we can plan for who is attending and ensure that our staff to child ratio is in line with the government guidelines during Covid-19.

To make a regular booking for the before school, please email us at [office@setyoursights.net](mailto:office@setyoursights.net) and we can add your booking to the register for you if you have not done so already.

We will be amending the before school club booking policy so that all bookings will need to be received by 1pm one working day prior to the session.

We appreciate this removes a level of flexibility that we have previously offered and we understand this is disappointing however we are unable to plan for bubbles without knowing who is attending and we will not be able to accept any bookings after this time or any on the day bookings. We can also not accept any children that are not booked in.

##### Cancellation Policy

We will be amending the before school club cancellation policy so that all cancellations will need to be received in line with the after school club policy. This will mean that you will need to cancel your unneeded before school club booking two working days prior to the session ie. by 6pm on Monday for a Wednesday morning session.

Any sessions cancelled after the cut off or not attended without cancellation will be charged.

## **After School Clubs**

### Booking Policy

The after school club booking policy is that all bookings will need to be received by 1pm on the day of the required session.

We appreciate this removes a level of flexibility that we have previously offered and we understand this is disappointing however we are unable to plan for bubbles without knowing who is attending and we will not be able to accept any bookings after this time. We can also not accept any children that are not booked in.

### Cancellation Policy

All cancellations will need to be received in line with the after school club policy which is currently in place. This will mean that you will need to cancel your unneeded after school club booking two working days prior to the session ie. by 6pm on Monday for a Wednesday afternoon session.

Any sessions cancelled after the cut off or not attended without cancellation will be charged at £7.

### **Table for Booking/Cancellations**

Session Required/ Cancel	Booking/Cancellation Cut Off
Monday	6pm Thursday prior
Tuesday	6pm Friday prior
Wednesday	6pm Monday prior
Thursday	6pm Tuesday prior
Friday	6pm Wednesday prior

### **Exceptions to cancellation charges**

If your child is unable to attend school due their class / year group being closed for self isolation, we will remove all cancellation charges. If your child has been asked by Track and Trace to self isolated, please send us the request and we will remove the cancellation charge for these sessions.

This policy will be reviewed monthly and in line with new government guidance. This policy was updated on 24th February 2021