



Cancellations Policy

Crazy 4 Kids is committed to ensuring that all those that require a childcare place have access to one whenever possible and we strive to ensure that all parents' needs are met. In order to fulfil this commitment, we also need Parents to act in an appropriate manner when cancelling a childcare place with Crazy 4 Kids. We request that Parents abide by the following procedures.

If you discover that you no longer need your childcare place you are required to put this in writing to Crazy 4 Kids either by letter or email giving 4 weeks' notice of this intention. Only written notification of cancellation will be accepted; verbal cancellation with the setting supervisor will not be accepted and they don't have the authority to authorise this. A final invoice will be sent to you and your account closed when all fees have been received.

Changing your sessions

If you are requiring a change in days / sessions for your child on a permanent basis then this can be requested by emailing Crazy 4 Kids direct at info@crazy4kids.co.uk. Once received we will determine whether we can facilitate this change taking into account current numbers and staffing arrangements and notify you in writing; please do not rely on any change of day / session until it has been confirmed to you by the Crazy 4 Kids Office. Please note that session swapping is not permitted.

Crazy 4 Kids will of course be supportive and understanding in cases of extreme emergency when the above may be difficult to meet; please speak to the setting manager in the first instance who will advise on the correct course of action to be taken.

Holiday Club

Please do not book a place if you don't need it, as reserving and cancelling could mean that another family has missed out on childcare of their children and Crazy 4 Kids has already put in place staffing and activities appropriate to the group of children expected. Holiday club places require payment upon booking and once confirmed cannot be cancelled or refunded.

School Closure – Snow Days

- If the school site that we are working on closes due to adverse weather, we will also close. We will advise you as soon as we can of this, but it is also your responsibility to ensure that you make alternative childcare arrangements on these occasions. Refunds for closures are not given unless we have been closed for over 3 days consecutively.

If you would like to discuss any of the above, please speak to your Setting Supervisor or contact the Registered Provider direct.

JULIE NORRIS

REGISTERED PROVIDER

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