

## Childcare Services – Changes

### **Q1. What are the increased charges and when are these being implemented?**

A. The holiday service charge will increase on 1<sup>st</sup> April 2016 as follows:

Current:	New:
£18 for full day care	£20 for full day care
£10 for half day care	£12 for half day care
£80 for full week care	£90 for full week

After School – Term Time

Current: £6.50 per session                      New: £7.50 per session

### **Q2. Will there be sibling reductions?**

A. No, charges will be the same for each child accessing the service.

### **Q3. Are registration costs changing?**

A. Yes. You will be charged an annual fee of no more than £10 per family. £10 annual registration will include Easter, Summer and October holiday periods, including after school care.

### **Q4. When should I register?**

A. Registration week for you will be from 27th to 30th June 2016.

A. New service users will register at point of service.

### **Q5. What if I don't register and pay my £10 fee?**

A. Failure to register and pay registration fee on time will result in your child's placement being delayed.

**Q5. Will payment arrangements change?**

A. We have no plans to change the current payment system.

**Q6. Will I have to pay for services in advance?**

A. You will be required to pay for your childcare in advance. Your childcare place will not be confirmed until payments are received.  
School Holiday childcare can be paid weekly in advance.

**Q7. I currently pay in arrears, how will this affect me?**

A. We are working to have all our families paying in advance by the end of summer 2016.

**Q8. During holiday periods what will happen if there are less than 10 children attending a club?**

A. Services will now operate with a minimum of 10 children. Where these numbers are not met, you will be given 7 days' notice and offered an alternative club (if available) or you will receive a full refund.

**Q9. How long will it take to get my money refunded?**

A. It normally takes 1 week to 10 days for a credit to be issued.

**Breakfast Club**

**Q1. When will SAC cease operating the breakfast club at Coylton?**

A. 31<sup>st</sup> March 2016

**Q2. What if I have a bill to pay?**

A. All bills should be settled by 31<sup>st</sup> March 2016

Any further questions please email:

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