

## **Terms and Conditions:**

- Applications must be submitted by the booking deadline date of the first block being purchased.
- Each block will remain available to select on the application form until 1 week prior to the start date of each block, however we cannot guarantee that applications received after the submission date will be processed in time to start.
- Applications for 2 year olds will not be accepted prior to your child's 2nd birthday.
- Completion of the application form does not guarantee allocation of additional hours.
- Additional hours will only be allocated where spaces and staff are available.
- South Ayrshire Council reserves the right to retain places in Early Years Centres.
- South Ayrshire Council will send confirmation of additional hours booked and each block's invoice to the email address supplied, **if your email address changes please advise Educational Services as soon as possible** at [edservicesELC@south-ayrshire.gov.uk](mailto:edservicesELC@south-ayrshire.gov.uk)
- Should any changes be required to sessions already confirmed, at least 3 weeks' notice must be given prior to payment of that block.
- No refunds can be made for sessions confirmed but not used e.g. holidays and sickness.
- No bookings or charges will be applied for public holidays or in-service days as these are not available for purchase. **This also applies to any early closure arrangements.**
- Childcare Vouchers will be accepted and HMRC Tax Free Childcare Scheme will be available for additional hours purchased.
- Any charges not covered by student funding must be paid by the parent /carer. An invoice will be issued confirming any outstanding balance once all payments have been reconciled at the end of the 2024/25 session.
- **Payments must be made in full and in advance per block.**
- **Invoices will be sent out per block via e-mail 2 weeks prior to the required payment date payment cannot be made until an invoice has been received as the invoice reference is required for each payment.**
- **Failure to make payment by the payment date detailed on your invoice will result in additional hours being withdrawn and the Early Years Centre advised accordingly.**

## **Invoices can be paid using the following methods:-**

<b>ONLINE</b>	Payment can be made via the internet by using the following link to South Ayrshire Council Website: <a href="http://www.south-ayrshire.gov.uk/payments/">www.south-ayrshire.gov.uk/payments/</a> and selecting the <b>Revenue Control</b> option when prompted. You will need your Invoice number when entering your payment details.
<b>DIRECT BANKING</b>	If you have access to BACS, Faster Payment or internet/telephone banking you can make direct payment to Sort Code: 80-12-39 Account Number 00255312 quoting your invoice number as the reference.
<b>BY TELEPHONE</b>	You can pay your account by debit or credit card over the phone by calling the 24 hour automated service on 0300 123 0900 and following the instructions.
<b>AT PAYPOINT OUTLETS</b>	You can pay by cash or card at any retail outlet or Post Office displaying the PayPoint logo using the barcode printed on your invoice. Please allow 3 working days for the payment to be updated to your account.

