

# **03 - BOOKING, PAYMENT & CANCELLATION POLICY**

## **Let Us Play Scheme**

(Play Scheme for children with profound  
and multiple learning difficulties)  
**Registered Charity No 1072059**

<b>Name of Unit/Premises/School</b>	<b>Let Us Play Scheme / Heathfield School</b>
<b>Date of Policy Issued/Review</b>	<b>6 April 2020</b>
<b>Name of Chairperson</b>	<b>Juliet Cheriton-Gerard</b>
<b>Signature of Chairperson</b>	
<b>Management Committee Name</b>	<b>Matthew Lewis</b>
<b>Management Committee Signature</b>	

### **Policy Statement**

LUPS aims to make its play schemes open to all families of children and young people across Hampshire - but predominantly in the Fareham and Gosport area - that have profound and multiple or complex needs that require consistent one-to-one support.

### **Booking Procedure**

1. Approximately 6-8 weeks before the scheme commences, we will send hard copy forms to past users of LUPS who have attended a previous playscheme within the past 18 months, and any interim inquiries<sup>1</sup> we have received, inviting them to book a place on the upcoming scheme.
2. The parent/carers will complete all forms and post back to the LUPS address specified on the application form prior to the specified deadline<sup>2</sup>.

<sup>1</sup> New families are required to visit the play scheme before any dates can be offered for their child/ young person

<sup>2</sup> Any applications received after the deadline will be placed on hold until the next play scheme.

3. Payment must be made at the same time as returning the forms – the parent/carer will multiply the number of requested sessions by the daily rate<sup>3</sup>.

Example: If the parent/carer is requesting their child/young person attends LUPS for 5 days: 5 x £17 = £85

4. In the instance that the payment is less than the number of days requested, LUPS will book the days in the order that they fall up to the amount of money paid.

5. Approximately 4 weeks after the deadline for applications, the Administrator will email parent carers to confirm which dates have been allocated to their child/young person.

## Payment Procedure

As specified in step 3 above, payment must be received before the specified deadline – places will not be reserved and guaranteed unless payment is received by the published deadline.

Parent/carers may pay via:

Cheque:	Please make payable to: Let us play scheme
BACS:	CAF Bank
Account name:	Let us play scheme
Sort code:	40 52 40
Account:	00033238
Childcare vouchers:	Computershare reference 00 2320 8373

**Reference: Please put your child's initial and full surname (This is really important, so we can see who the payment is for)**

Once payment is received, the Administrator will contact the parent carer within 5 working days to confirm receipt.

## Cancellations

Please email [admin@lups.co.uk](mailto:admin@lups.co.uk) as soon as you know you need to cancel a date/s – we may then be able to offer the space to another child/young person.

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<sup>3</sup> Any family that believes they are in times of hardship should contact the Chairperson as soon as the application is received to discuss what we have on offer to assist. No child will be denied a placement due to inability to pay.

LUPS will charge for any booked session that is missed or cancelled, unless we have at least 5 days prior notice.

We understand that due to the nature of our child's/young person's condition, there may be occasions when it is impossible to give the required notice, in which case the parent carer should make this known in writing to the Chairperson at the earliest opportunity. It is at the Chairperson's discretion as to whether a partial or full cancellation credit is awarded. Cancellation credits may be used for future bookings.

## **Associated Policies**

- Admissions Policy