

03 - BOOKING, PAYMENT & CANCELLATION POLICY – V2

Let Us Play Scheme

(Play Scheme for children with profound
and multiple learning difficulties)

Registered Charity No 1072059

Date of Policy Issued/Review	31 July 2025
Name of Chairperson	Juliet Cheriton-Gerard
Signature of Chairperson	
Management Committee Name	Victoria Ashton
Management Committee Signature	
Review date	30 July 2026

POLICY STATEMENT

LUPS aims to make its play schemes open to all families of children and young people in Hampshire (prominently in the Fareham and Gosport area) that have profound and multiple or complex needs that require constant one-to-one support to enable them.

BOOKING PROCEDURE

1. Approximately 10 weeks before the playscheme commences, we will email a link for our online survey application form to families who have attended LUPS within the past 12 months, and also to families who visited the previous playscheme (e.g. if the family visited the playscheme at Easter, they will then be invited to join the summer playscheme)
2. The parent/carers will complete the online form and submit it prior to the specified deadline¹.
3. 4 weeks prior to the playscheme start date, families will be emailed to confirm the dates allocated for their child or young person. The email will detail the fee due, payment methods, and payment deadline.

PAYMENT PROCEDURE

1. Payment must be received by the specified payment deadline. If the deadline is not met, the allocated dates will be withdrawn and offered to another family.
2. Parent carers can pay via:
 - a. Cheque: Please make payable to: Let us play scheme
 - b. Childcare voucher
 - c. BACS: Charities Aid Foundation bank (CAF)
Account name: Let us play scheme
Sort code: 40 52 40 Account: 00033238

Reference: Please put your child's initial and full surname
3. Once payment is received, we will contact the parent carer within 5 working days to confirm receipt.

CANCELLATIONS

1. Please email chairperson@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 or young person.
2. LUPS will charge for any booked session that is missed or cancelled, unless we have at least 5 days prior notice.
3. We understand that due to the nature of our child's or young person's condition, there may be occasion when it is impossible to give the required notice, in which case the parent carer should make this known in writing to the Chair at the earliest opportunity. It is at the Chair's discretion as to whether a partial or full cancellation credit is awarded. Cancellation credits may be used for future bookings.

ASSOCIATED POLICY'S

- Admissions Policy(2)