

HOPS is registered with Ofsted; our registration number is 251526. We provide care for up to 25 children with physical, sensory or severe learning disabilities, at any one session between the ages of 4 years and 16 years, primarily serving the children of Mid Suffolk who have disabilities.

Places are offered on a **first-come first-served** basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Children living within Mid Suffolk
2. Children referred by Activities Unlimited( Suffolk), Children with Additional Needs Team (Norfolk) or Social Care.
3. Those Children who have no attendance at other Activity clubs
4. Children who have no respite care, giving the family a break

## Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant HOPS information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, medical form, parent contract, booking form, photo permission form
- **Behaviour Management** policy
- **Complaints** policy
- **HOPS Handbook**

If a place is available, the parents and child will be invited to HOPS for a visit. The child will be able to attend HOPS as soon as the completed forms are received.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

## Booking procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and permission forms, before their children can attend the club.

If a place has been booked and is no longer required, HOPS must be given a minimum 3 days notice. If notice is not given, the place will still be charged for.

## Payment of fees

Fees are reviewed annually. HOPS will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact Administration Coordinator at the earliest opportunity. Any queries regarding fees should be directed to Administration Coordinator.

If bookings and fees are not paid by requested dates, HOPS will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with Administration Coordinator as soon as possible.

Where there is no explanation for repeated late payment, the Administration Coordinator will contact the parents or carers to discuss payment options. The Administration Coordinator may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at HOPS being withdrawn.

If the fees remain unpaid after all the above options have been explored, HOPS may have to cancel the child's place.

# Admissions and Fees Policy



## Fee structure

Fees are charged at a session rate as applicable to the child's individual care needs (Please see chart below)

HOPS recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. Apply to Activities Unlimited (Suffolk Children) for a Personal Budget, and for a PIP (Personal Independence Payment)

- Fees are payable in advance
- Fees can be paid by cheque, electronic transfer or cash
- There is a charge of £25 for late fee payment which will be added to the next invoice
- HOPS charges an annual registration/membership fee of £15 per child, per club ( Saturday clubs and school holidays clubs)
- Fees are charged for booked sessions whether the child attends or not unless 3 days notice is given to cancel.

Group	Description	Price
<b>Minimal support</b>	A child who can function in the HOPS setting with a Play Buddy and requires very limited support from qualified staff during the session	£28 PER SESSION
<b>Frequent and often</b>	A child needing frequent and often support from qualified support staff during a session. This can be for Travelling Toileting Behaviour Meal time supervision	£32 PER SESSION
<b>Dedicated one to one ( support staff)</b>	A child needing constant supervision from more than one Play Buddy or need constant intervention from qualified support staff.	£37 PER SESSION
<b>Dedicated one to one lunch times</b>	For a child who needs feeding By a member of staff Either by peg feeding or constant support during meal times	£37 PER SESSION
<b>HOPS transport</b>	The charge applies when using HOPS transport, be this mini bus coach or taxi	£10 PER SESSION
<b>HOPS Membership fee</b>	One-off annual charge for Saturday clubs and school holiday activity sessions	£15 Paid in March for School holiday clubs Paid in September for Saturday clubs

# Admissions and Fees Policy



<p><b>Payment information</b></p>	<p>All payments are made in advance of activity day sessions.</p> <p><b>For Saturday clubs</b> Sessions are booked and paid for in blocks September - December January - March April - July</p> <p><b>For School Holiday</b> Information for summer half term and main summer holiday is sent out in March</p> <p>Payment for half term and membership fee, should be returned with summer day request. Summer dates will be confirmed by mid May.</p> <p>Invoices for summer dates sent out end of June. Payments to be made by early July.</p> <p><b>October and February half terms</b> Must be booked and paid for in advance at time of booking.</p>
<p><b>Cancellation information</b></p>	<p>Cancellations of places should be made as soon as known.</p> <p>Refunds will only be made if 3 day's notice has been given.</p> <p>AU payments - The fee taken will be rolled over to the next session that needs paying. If you request a refund this will be paid back to AU by cheque to keep your account in order.</p> <p>Personal payments - the fee will be rolled over to another session unless you request a refund.</p>

This policy was adopted by: HOPS	Date March 2016
To be reviewed annually	Signed: