



BOOKING CONDITIONS AND CANCELLATION POLICY

You must have completed a Magpies Registration Form before your child can attend any session at any venue. This Registration Form must be up to date, complete, signed and dated.

Any recent or existing medical or other condition, dietary needs, cultural needs and anything requiring special or additional attention or adjustments must be notified to us in advance giving adequate notice. If you notify us on arrival you will be turned away and lose your booking fee. If we discover any undisclosed additional needs during the session you may be asked to collect your child immediately. We generally meet all additional needs but cannot guarantee to do so.

Your contact information must be up to date including your main contact number. If you use a mobile number as your main contact you must ensure that it is turned on and you are contactable while your child is at Magpies.

All bookable Sessions are payable in full at the time of booking. If you are paying by Childcare Vouchers or other external means you must make payment within 24 hours of booking and give your child's name as a reference to enable us to identify the reservation with you. If no payment is made your booking will be cancelled and the booking will be made available to others.

You must meet all of the conditions of the booking portal, including;

- Confirming that we have a complete and up to date Registration Form
- Confirmation that we have been notified of any additional needs.
- Giving your best and current contact number.

Cancellation by Magpies

If your child requires additional attention from specially trained staff it might not be possible to accommodate some or all of the sessions you have booked. We reserve the right to cancel any bookings where it has not been possible to provide trained or competent staff. In this case you will receive a full refund, generally within 5 working days.

Magpies value our staff and do not open when the weather conditions, actual or predicted, put our staff at risk. In addition where the setting operates on a school site if the school is closed for any reason we are not able to operate. There may be other circumstances beyond our control that prevents us from opening.

If Magpies cancel a session or sessions, we give a full refund of booking fees, this being the absolute limit of our liability. Your refund will be credited to your payment account, generally within 5 working days.

Payments in error

If you have made a payment in error where no booking has been made, or you have overpaid or paid twice or more times, or if our booking system has been misleading or made an error, where the error is clear we will refund your account generally within 5 working day and will always investigate.

Cancellation by the user

Once the booking has been made we may have reserved staff and organised resources, and therefore no refunds are given apart from in very exceptional circumstances such as unplanned hospitalisation. Any refund is at our sole discretion and no appeals are considered.

If your payment fails, or is recalled for any reason, or if payment is not made within 24 hours of booking your booking will not proceed and will be made available to other users.

You can book sessions of childcare at the venue of your choice.

Breakfast Club

For Breakfast Club you may drop your child off at any time after we are open. You must hand your child over to a member of staff. You are booking and charged for the whole session no matter what time you leave your child.

After School Club

After school sessions start after school and finish three hours later, normally but not always, 18:15. You must collect your child before closing time or you may be charged a late fee, currently £20.00. You can collect at any time but will be charged for the whole session. You must follow our collection procedure and may be asked for a password, and ID if you not known to staff.

Funded Preschool and Playschool

Funded Preschool sessions are pre-booked for the whole term in advance. We try to accommodate requested sessions but cannot guarantee this. You are strongly recommended to have both morning and afternoon sessions to give your child a balanced experience. For all Preschool and Playschool sessions you must follow the session times and can only drop off late or collect early in exceptional circumstances. You must follow our collection procedure and may be asked for a password, and ID if you are not known to staff.

Preschool and Playschool extra sessions

You may book extra Preschool and Playschool sessions but you are charged for, and must follow, the session times and conditions as above. You cannot use extra booked sessions to replace funded sessions.

Holiday Club

Holiday Club (Play-scheme) is available week days only for all of the school holidays apart from between Christmas and New Year when we are closed. We are also closed for all Bank Holidays.

There are 2 sessions available; School Day 8:00 to 15:15, and Work Day 8:00 to 18:15. You will be charged for the whole session you have booked no matter how much you actually use.

You may drop off your child at any time after we are open but must hand over your child to a member of staff. You may collect at any time before the session end but if you are late you may be charged for the Work Day session or a late fee, currently £20.00. You must follow our collection procedure and may be asked for a password, and ID if you are not known to staff.

This Booking and Cancellation Policy must be read in conjunction with Magpies Policies.

Magpies Kidlington Limited,
Magpies Preschool,
North Kidlington School,
Benmead Road,
Kidlington,
Oxfordshire
OX5 2DA

(01865) 842724

contact@magpies.info