

# **ACCURO (CARE SERVICES)**

Policy and Payment Procedure for Children's Clubs

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# Policy and Payment Procedures for Children's Clubs

**Date of Last Review:** April 2024

**Date of Next Review:** April 2025

**Senior Operations Manager Signature:**



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# **ACCURO (CARE SERVICES)**

## **Policy and Payment Procedure for Children's Clubs**

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### **POLICY AND PAYMENT PROCEDURE FOR CHILDREN'S CLUBS**

#### **1. The Purpose of this Document**

Accuro (Care Services) operates a number of projects and activities for children and young people with a disability and only a small percentage of the running costs are funded by Short Breaks ECC and other grants. Therefore, Accuro (Care Services) needs to charge fees to ensure adequate staffing, safety for the ongoing delivery of our essential projects.

#### **2. Aim of this Document**

This policy is to clarify the payment procedure for parents/carers of fees to Accuro (Care Services).

- 2.1 Parents/Carers will be invoiced for all Accuro (Care Services) Youth Clubs and Saturday Play Club sessions that their child/young person attends on a half termly basis.
- 2.2 All payments must be received prior to the start date of the first week of the half term. In the event of the payment not being received by the second week of the half term, parents will be called to discuss the situation. Should the situation not be resolved, Accuro (Care Services) reserve the right to decide whether a place can remain open for the child/young person.
- 2.3 Accuro (Care Services) does not wish to prevent children from accessing beneficial services due to their family not being able to pay fees. However, in order to be fair to all parents/carers, only exceptional cases will be considered. We would request that a parent/carer rings the office in the first instance for a confidential discussion with the Operations Manager so that their case can be reviewed and assessed according to Accuro (Care Services) eligibility criteria, as below:

#### **Accuro Eligibility Criteria**

In order to be eligible for discounted or free services, families need to meet 2 of the following criteria:

- Universal Credit
- 1 Parent/ Guardian out of work
- No drivers in the household (in the case of transport)
- Parent / Guardian Long Term Sickness

Evidence of the criteria will need be provided.

- 2.4 All sessions invoiced for the half term will need to be paid for irrespective of whether the child has attended.

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- If the child/young person is not able to attend due to being on holiday, the parents/carers will still be invoiced for the session(s).
- If the child/young person misses one or two sessions due to illness the parents/carers will still be charged for the session(s).
- In the event of illness/recovery that lasts longer than 2 weeks, please call the office to advise the Operations Manager of the situation. Please also refer to the Procedure Regarding a Child's Absence from Accuro Club

2.5 Accuro (Care Services), on rare occasions may have to cancel a club to ensure the safety of the children/young people and staff. (Please see the Accuro (Care Services) Cancellation of Projects and Activities Policy.) If this should happen, the parents/carers will be informed and credited for the session and this will be deducted from the next half term invoice.

### 2.6 Preferred Method of Payment

- The preferred method of payment of fees is by bank transfer.

Accuro (Care Services) bank transfer details below:

Bank:	Unity Bank
Account No:	20131470
Sort Code:	60-83-01

- We would prefer all parents/carers to pay by bank transfer. However, we do appreciate that not all parents have access to online banking therefore, currently payment can be made on a half termly basis by cheque (made payable to Accuro (Care Services)). In the event that neither of the above payment methods are available to parents/carers please call the office and talk to an Operations Manager.
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