

# Live Laugh Learn 4 Life CIC

Effective Date: January 2025

## 1. LATE PICK-UP POLICY

We understand that unforeseen circumstances may sometimes cause delays. However, to ensure the safety and well-being of all children and to respect the time of our staff, we have implemented the following Late Pick-Up Policy.

### Pick-Up Timings & Late Fees

All programmes have designated pick-up times as specified in your booking confirmation. The following late pick-up fees apply to all programmes:

- **Grace Period:** A 5-minute grace period is allowed for unexpected delays.
- **Late Charges:** Parents/guardians will be charged £5 for every 10 minutes (or part thereof) past the scheduled pick-up time.

### Fee Breakdown for Late Pick-Up

Time Late After Pick-Up	Late Fee
1-10 minutes (after grace period)	£5.00
11-20 minutes	£10.00
21-30 minutes	£15.00
Every additional 10-minute block	+£5.00

**Example:** If pick-up time is 4:30 PM and you arrive at 4:47 PM, you will be charged £10.00 (grace period ends at 4:35 PM, then 4:36-4:45 PM = £5, 4:46-4:47 PM = £5).

### Procedure for Late Pick-Ups

1. **First Occurrence:** Parents will receive a verbal reminder of the policy and the late fee will be applied.
2. **Second & Subsequent Occurrences:** A formal written warning will be issued along with the late fee.
3. **Repeated Late Pick-Ups:** If late pick-ups become a recurring issue (3 or more times), the child's place in future programmes may be reconsidered.

### Emergency Situations

We understand that emergencies can happen. If you anticipate being late, please contact us **immediately** at **07423709079**. In exceptional cases documented as genuine emergencies, we may waive or reduce late fees at our discretion.

### Failure to Collect

**If a child is not collected by 30 minutes past the scheduled pick-up time and we have not been contacted, we will:**

4. Attempt to contact the parent/guardian via all provided phone numbers
5. Contact the designated emergency contact

6. If we are unable to reach anyone by **1 hour after scheduled pick-up time**, we are obliged to contact the relevant local authorities and social services for the child's safety

**Late fees must be paid at the time of pick-up or within 24 hours. Failure to pay late fees may result in exclusion from future programmes.**

## **2. LATE PAYMENT POLICY**

### **Programme Fees & Payment Deadlines**

All programme fees must be paid by the date specified on your booking confirmation. Failure to make payment by the due date will result in the following:

#### **Payment Deadlines:**

- Full payment is required **7 days before** the programme start date
- For bookings made less than 7 days before the start date, **immediate payment** is required

#### **Late Payment Consequences:**

7. **1-3 Days Late:** A reminder email/SMS will be sent. A £5 late payment fee will be applied.
8. **4-7 Days Late:** A formal payment request will be issued. The late payment fee increases to £10.
9. **8+ Days Late:** The booking may be cancelled, and the child's place will be offered to others on the waiting list. No refund will be provided for any deposits paid.

**Payment Plans:** If you are experiencing financial difficulties, please contact us at [info@liveloughlearn4life.co.uk](mailto:info@liveloughlearn4life.co.uk) or 07423709079 to discuss payment plan options. We are committed to making our programmes accessible.

## **3. LATE REGISTRATION/BOOKING POLICY**

### **Registration Deadlines**

To ensure proper planning and staffing, we encourage early registration:

- **Standard Registration Deadline:** 7 days before programme start date
- **Late Registration (1-6 days before start):** Subject to availability; a £10 late registration fee may apply
- **Last-Minute Registration (less than 24 hours):** Subject to availability; a £15 late registration fee applies

**Note:** *Late registrations cannot be guaranteed a place and are subject to staff capacity and safety ratios.*

## **4. GENERAL TERMS**

- All late fees are non-refundable and must be paid within 24 hours of occurrence
- Late fees will be added to your account and must be cleared before booking future programmes
- Repeated violations of these policies may result in termination of your child's participation in our programmes
- We reserve the right to modify this policy with 14 days' written notice to all participants

## 5. CONTACT INFORMATION

For any questions, concerns, or to report an anticipated delay, please contact us:

- **Phone:** 07423709079
- **Email:** [info@liveloughlearn4life.co.uk](mailto:info@liveloughlearn4life.co.uk)

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*This policy ensures a smooth, fair, and safe experience for all families while respecting the time and well-being of our staff and participants.*

*We appreciate your cooperation and understanding.*

***Thank you for your support!***

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