



Charges

You must give 24 hours' notice to cancel a session. If your child is booked in for a session and does not attend, you will still be charged. If you fail to give 24 hours' notice to cancel a session you also will be charged.

Late Fees

If you arrive after 5:30pm to collect your child, you will have to pay a late charge of £10. This fee will be waived in exceptional circumstances decided at our discretion and only when contact between parent and Byley Busy Buddies has been made beforehand to notify the club of the situation.

Funding

Our only source of funding are the fees from parents, the fees have to cover the cost of staffing, food, equipment and insurance.

Partnership with parents

Byley Busy Buddies recognise that working together with parent's is of major value to enabling us to provide a happy, caring and stable environment for each individual.

Complaints

We aim to work with parents/carers to deliver a high-quality childcare service for the children. If for any reason we do not achieve this goal, we would like to be informed so that we can amend our practices for the future. The full procedure for making a complaint is outlined in our policies and procedures.

All of our policies and procedures are available to be viewed upon request.