



WALSALL CHILDMINDING HUB

Membership, Fees & Booking Policy

Flexible childcare tailored to your family's needs

Organisation Details	Information
Address	St Matthew's Centre, Walsall, WS1 3DG
WhatsApp	01922 254170
Email	info@walsallchildmindinghub.co.uk
Website	https://www.walsallchildmindinghub.co.uk
Effective date	_____
Review date	_____

Policy Statement

Walsall Childminding Hub recognises that every family has a unique routine. This policy explains our membership packages, fees, booking priorities, session rules and parent expectations. It is intended to give families clear information before they join and to support fair, consistent childcare arrangements for all families.

Important: All membership package prices are charged per family and not per child, unless clearly stated otherwise. Standard hourly rates and additional services may apply where care is requested outside the membership terms or where extra services are agreed.

Age restriction: Children under 8 years old may attend for a maximum of 2 hours per day.

At a Glance: Membership Packages

Package	Weekly Price	Best For	Booking Priority	Referral Reward
Bronze	£200.00 per week per family	Occasional childcare and flexible support	After Silver and Gold	£50
Silver	£237.50 per week per family	Working families needing reliability and priority access	Priority over Bronze	£75
Gold	£400.00 per week per family	Busy families needing maximum assurance and convenience	Highest priority	£100

1. Purpose and Scope

This policy applies to all families using Walsall Childminding Hub membership packages, holiday programmes, after-school sessions, before-school sessions, Saturday provision, school transport services and additional childcare arrangements.

It explains what is included in each membership tier, how bookings are prioritised, how fees are charged, how referrals work, and how parents and carers should request changes or additional sessions.

Families are asked to read this policy carefully before confirming membership. Signing the parent agreement confirms that the family understands and accepts the terms set out in this document.

2. Flexible Childcare Commitment

We aim to provide flexible childcare that helps parents balance work, family life, education, appointments, unexpected changes and other commitments. Families may use their allocated membership hours during our operating hours, subject to availability, staffing ratios, legal registration requirements and the booking priority rules in this policy.

- Allocated hours must be used within the agreed membership period.
- Bookings must be requested and confirmed through the agreed booking process.
- A requested session is not guaranteed until Walsall Childminding Hub confirms it.
- Session availability may be limited at peak times, during school holidays, trips, special events or periods of high demand.

3. Membership Packages

Bronze Package - £200.00 per week per family

Essential Flexibility. This package is ideal for families with occasional childcare needs and varying schedules.

- Access to all after-school and holiday programme sessions.
- Flexible use of allocated hours during opening times.
- Session bookings subject to availability.
- A cost-effective childcare solution.
- Access to all member communications and updates.
- Opportunity to upgrade membership at any time.
- £50 referral reward for each successful family recommendation.

Bronze bookings are confirmed only after Silver and Gold members have secured their spaces.

Silver Package - £237.50 per week per family

Most Popular - Reliability, Flexibility and Priority Access. This package is suitable for families seeking dependable childcare and enhanced flexibility throughout the year.

- Everything included in Bronze.
- Priority booking over Bronze members.
- Early access to holiday programme bookings.
- Priority waiting list access when sessions are full.
- Free session swaps with 24 hours' notice, subject to availability.
- Increased flexibility for session changes and additional bookings.
- Discounted rates on extra sessions when available.
- Priority access to trips, outings and special events.
- Exclusive members-only booking window.
- Early access to future term bookings.
- One complimentary late collection per month.
- £75 referral reward for each successful family recommendation.
- Annual Family Appreciation Gift.

- Priority member status throughout the year.

Gold Package - £400.00 per week per family

Premium Choice - Total Peace of Mind. This package is designed for families who rely on regular childcare and want maximum convenience.

- Everything included in Silver.
- Highest booking priority across all programmes.
- Guaranteed Place Promise, subject to package terms, registration requirements, age restrictions, legal ratios and booking policies.
- Automatic enrolment in holiday programmes.
- No need for separate holiday bookings where the holiday provision falls within package terms.
- Unlimited session changes, subject to availability.
- Priority access to all additional sessions.
- Emergency childcare priority access when available.
- First access to trips, outings, events and new services.
- Dedicated family support contact.
- Reserved holiday programme spots throughout the year.
- Two complimentary late collections per month.
- Optional sibling booking priority.
- £100 referral reward for each successful family recommendation.
- Premium Annual Family Appreciation Gift.
- VIP Family Status.
- Exclusive first access to new activities, programmes and offers.

4. What Per Family Pricing Means

Membership package prices are based on the family membership selected, not on each individual child. This means the Bronze, Silver and Gold weekly package fees are per family. However, this does not remove the need to follow legal ratios, age restrictions, availability rules and booking policies.

- Additional children may affect availability because staffing and legal ratios must be maintained.
- Transport may carry additional charges for extra children or distances over 3 miles.
- Standard hourly rates may apply for care outside membership allocations or where additional services are agreed.
- Families must ensure each child is registered before attending.

5. Booking Priority and Availability

All bookings are subject to availability. Booking priority is used to ensure fairness and to honour the benefits included in each membership tier.

Priority Order	Family Type
1	Gold Members
2	Silver Members
3	Bronze Members
4	Non-members / ad hoc bookings

Bookings may be refused, amended or placed on a waiting list where capacity, staffing, transport arrangements, safeguarding concerns, age restrictions or legal ratios prevent attendance.

6. Session Swaps, Changes and Additional Sessions

- Silver members may request free session swaps with at least 24 hours' notice, subject to availability.
- Gold members may request unlimited session changes, subject to availability.

- Additional sessions may be offered where spaces are available and may be charged at the standard rate or at a discounted member rate where applicable.
- Changes are not confirmed until Walsall Childminding Hub has accepted the change request.
- Repeated late changes may be reviewed to ensure the arrangement remains suitable for the family and the hub.

7. Referral Rewards

We welcome recommendations from current families. Referral rewards are payable when a family recommended by a current member joins a membership package and completes their first four consecutive weeks of membership.

Current Member Level	Reward for Each Successful Referral
Bronze	£50
Silver	£75
Gold	£100

- Referral rewards are not payable until the referred family has completed four weeks of membership.
- The referred family must identify the recommending family during registration or before the membership begins.
- Walsall Childminding Hub may refuse referral rewards where the referral cannot be verified or where accounts are not in good standing.
- There is no set limit to the number of referral rewards a family may earn.

8. Standard Fees and Charges

The following fees apply where services are booked outside membership allocations, where families use ad hoc care, or where additional services are requested and agreed.

Service	Price
Standard Hourly Rate - Over 8s	£25.00 per hour
Standard Hourly Rate - Under 8s	£47.50 per hour
Drop off to school	£23.50
Pick up from school	£23.50
Holiday Programme - 4 days	£280.00
Holiday Programme - 5 days	£350.00
Holiday Programme - 6 days	£400.00

All childcare sessions are charged in full-hour increments. If care is required for less than one hour, the full hourly rate will still apply because staff are scheduled and paid on an hourly basis regardless of the exact duration of care provided.

9. School Drop-Off and Pick-Up Services

We provide convenient drop-off and pick-up services for one child within a 3-mile radius of the school. Additional charges may apply for additional children, distances exceeding 3 miles, waiting time, traffic-related delays, or special arrangements.

Transport is covered by appropriate business car insurance for professional driving, including travel between work locations and childcare-related journeys.

10. Operating Hours

Term Time Service	Timing
Before School	7:00am - 9:00am
After School Monday-Friday	3:00pm - 8:30pm

Saturday	10:30am - 4:30pm
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Holiday Service	Timing
Monday-Saturday	8:00am - 8:30pm

Operating hours may be affected by public holidays, staff availability, training days, severe weather, emergency closures or other circumstances outside our control. Families will be notified of changes as soon as reasonably possible.

11. Under 8s Attendance Rule

Children under the age of 8 may attend for a maximum of 2 hours per day. This rule must be followed even where the family has a membership package. Walsall Childminding Hub will not knowingly accept bookings that breach this requirement.

12. Late Collection Policy

- Silver members receive one complimentary late collection per month.
- Gold members receive two complimentary late collections per month.
- Complimentary late collections are intended for occasional unexpected delays and must not be used as routine extensions to childcare.
- Late collections beyond the complimentary allowance may incur additional charges.
- Repeated late collection may lead to a review of the family's childcare arrangement.

13. Guaranteed Place Promise

The Guaranteed Place Promise is a Gold member benefit. It provides priority assurance within the package terms but is not an unlimited right to any session at any time.

- The child must be fully registered and all required forms must be completed.
- Attendance must comply with age restrictions and legal childcare ratios.
- Parents must follow the booking procedure and give required information.
- The promise does not override safeguarding, health and safety, transport or regulatory requirements.
- The promise applies only within the agreed Gold package terms.

14. Payments, Arrears and Changes to Fees

Membership fees are payable weekly unless a different written arrangement is agreed. Families are expected to keep payments up to date to maintain their membership benefits and booking priority.

- Failure to pay fees may result in bookings being paused, cancelled or moved to ad hoc status.
- Families should contact Walsall Childminding Hub as soon as possible if they are experiencing payment difficulties.
- Walsall Childminding Hub may amend prices, packages and terms with reasonable notice.
- Any agreed discounts, rewards or complimentary benefits are discretionary unless confirmed in writing.

15. Parent Responsibilities

- Provide accurate registration, medical, emergency contact and consent information for every child.
- Inform Walsall Childminding Hub promptly of any changes to contact details, collection permissions, medical needs or safeguarding concerns.
- Request bookings and changes through the agreed method.
- Collect children on time and notify the hub immediately if delayed.
- Ensure children attend with suitable clothing, food, medication or equipment where required.
- Treat staff, children and other families with respect.

16. Safeguarding, Ratios and Refusal of Care

Walsall Childminding Hub will always prioritise children's safety and wellbeing. We may refuse or cancel a booking where accepting the booking would create a safeguarding risk, breach legal ratios, exceed age restrictions, compromise staff safety, or prevent the hub from operating safely.

17. Cancellations and Non-Attendance

- Parents should give as much notice as possible if a child will not attend.
- Membership fees remain payable during the membership period unless a written cancellation or pause arrangement has been agreed.
- Non-attendance does not automatically create a refund or credit.
- Holiday programme bookings and special events may have separate cancellation rules.

18. Policy Review and Updates

This policy will be reviewed regularly and may be updated to reflect operational needs, regulatory requirements, changes in services or feedback from families. Families will be given reasonable notice of significant changes.

19. Contact Details

Contact Method	Details
Address	Walsall Childminding Hub, St Matthew's Centre, Walsall, WS1 3DG
WhatsApp	01922 254170
Email	info@walsallchildmindinghub.co.uk
Website	https://www.walsallchildmindinghub.co.uk