HOLIDAY CLUB BOOKING PROCEDURE

Introduction

Stepping Stones provides full Day Care facilities during School Holidays and follows Bracken Leas School Term Timetable.

The Holiday Club setting provides a "home from home" environment, offering free play, both indoor and outdoor and creative activities.

Session Times

Session times operate strictly as follows:

AM including breakfast	8.00am - 1.00pm
PM including snack	1.00pm - 6.00pm
School Day	9.00am - 3.00pm
Full Day	8.00am - 6.00pm

1 hour add on either side of a session inside of the 8.00am-6.00 core hours

Booking Procedure

Booking forms will be on the website and in the setting. Any sessions required must be booked via a booking form and submitted to the Office, no later than two weeks prior to the Holiday Club. Confirmation of the booking will be made within 48 hours. Places cannot be guaranteed, and are dependent on availability, and whilst every endeavour is made to honour all bookings made, it may be necessary to declare a particular session "closed" should we meet our maximum numbers for the session.

Bookings must be made strictly in line with our session times, although parents/carers are welcome to collect their child at a time to suit. Any bookings where the collection time runs into another session (i.e. 2.00pm), will be charged as a full day session, due to strict child to carer ratios.

Payments

Payment is strictly 14 days from the date of the invoice.

Cancellation

Stepping Stones requires one calendar week's notice of cancellation to a Holiday Club booking. Cancellation charges are in force as follows:

Less than 1 calendar week's notice	Full payment required
More than 1 calendar week's notice raised against	No fee incurred, and a credit will be an invoice

Reviewed: Oct 2026

Next Review: Oct 2027