



January 2021

Dear Parents/Carers

Tree Tops Clubs are delighted you would like to use our breakfast and/or after school club.

To attend our clubs, you will need to register on our online system and book your sessions. Please see the details below to help with registering and booking. If you have any queries or need any help please email me on [info@treetopsclubs.co.uk](mailto:info@treetopsclubs.co.uk)

This is the link to register and book on our online system:

<https://treetopsclubs.kidsclubhq.co.uk/rdr?u=home>

Or you can visit the homepage of our website <http://treetopsclubs.co.uk/> to book

**All** parents are to register on our system for their children to attend at a Tree Tops breakfast and/or after school club. When you login and register on the system please pull down the name of the school from the drop-down menu and you can then choose to book either a regular booking pattern ("My Contract") or ad hoc bookings. Please see the explanations below of our booking patterns.

**Regular Bookings** – If you wish to book your child/children in to a regular booking pattern i.e. the same day and session time each week then please click the **"My Contract"** button and put in the weekly days sessions you would like and when you would like the contract to start. This will then be approved by the bookings team and the system will send you confirmation of your booking pattern which kindly check. Your booking pattern will roll on every month. **Please note we require one month's notice in writing of any changes or amendments to your booking pattern or if you wish to cancel the booking. You will need to email the bookings team on [info@treetopsclubs.co.uk](mailto:info@treetopsclubs.co.uk) for any changes or cancellation to your contract booking.**

**Ad Hoc Bookings** – If you wish to book Ad Hoc sessions please click on the **"Ad Hoc"** button. You can make Ad Hoc bookings up to 12:00pm (midday). All breakfast club bookings will incur a surcharge of £0.50 and all after school clubs will incur a £1.00 surcharge. These are automatically reflected in the prices. **All Ad Hoc bookings must be paid for at time of booking and please see payment methods below. Please note Ad Hoc bookings are subject to spaces, cannot be swapped and are non-refundable.**

**Invoices** – If you have a contract booking you will receive an invoice for the sessions for the first month as soon as your contract is approved. Invoices are sent out round the 16 of each month for the following month's sessions and the system will send this out automatically. Invoices are to be paid within 10 days of the date of the invoice.

If you have an ad hoc booking, the system will generate the invoice immediately and this invoice will be required to be paid at the same time as booking.

**Payment** - Payment can be made by childcare vouchers, bank transfer (*please email me or search our website for payment details*) or credit card. Please quote the name of your child when making payment. If making payment by tax-free childcare, please can you either arrange to complete this on your account or let us have your unique tax reference number. This is made up of four letters and a series of numbers ending in TFC and can be found on your tax-free account.



### **Late Payment Charges:**

Tree Tops Clubs late payment charges are £10.00 per week until the outstanding amount is paid in full. If payment is not received in a timely manner, then our late payment charges will apply. If you have problems making payment, then please email the bookings team.

### **Late Collection Fee**

Please can you ensure that you pick your child up promptly when our after-school club finishes. Tree Tops Clubs late collection fees are £1.00 per minute per child and these are invoiced within 72 hours and payment is required immediately.

If you have any queries, please do not hesitate to email us on [info@treetopsclubs.co.uk](mailto:info@treetopsclubs.co.uk) .

Many Thanks,

Nicola and Sue  
Bookings Team  
Wild-Life Day Camps Ltd,  
[info@treetopsclubs.co.uk](mailto:info@treetopsclubs.co.uk)  
[www.wild-lifecamps.co.uk](http://www.wild-lifecamps.co.uk) [www.treetopsclubs.co.uk](http://www.treetopsclubs.co.uk)