

Our Terms and Conditions are designed to help us give your child a safe, secure and happy time with us. Please read them carefully.

Bookings, cancellations & payments

Holiday Camps

Payment for holiday camps: Payment for holiday camps must be made in full at the time of booking.

Cancelling a camp session: If you cancel a session giving more than 1 week of notice **prior to the first day of the camp** we will credit your Pioneer Account to the value of the session(s) cancelled. Any cancellations made after this deadline will not be eligible for credit or refund. Credit can be retained on your account and used to book additional childcare (both term time and holidays), or can be refunded upon request.

Term time childcare – ad hoc bookings

Payments for ad-hoc term time care: Payments for ad-hoc term time care must be made in full at the time of booking.

Cancelling a term time ad hoc session: If you cancel a session giving more than 1 week of notice we will credit your Pioneer Account to the value of the session(s) cancelled. For example, to receive a refund/credit for a session on Wednesday, this will need to be cancelled by Tuesday of the previous week. Any cancellations made after this deadline will not be eligible for credit or refund. Credit can be retained on your account and used to book additional childcare (both term time and holidays), or can be refunded upon request.

Term time childcare – permanent bookings

Payment for permanent term time care: In return for Pioneer Childcare providing breakfast and/or after school care to the Child, the Parent agrees to pay the agreed fee, monthly, in advance. Payment is due in full by the 1st working day of the month, and will be taken automatically. It is the Parent's responsibility to ensure sufficient funds are available via their default debit card, Pioneer Account balance or a combination of both.

A £25 administration fee will be levied each month payment is not made on time. This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.

Multi-day discount: applies to full weeks (Monday-Friday) only.

Cancelling a permanent term time session: Please note: cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.

Changing or cancelling your set permanent booking: If you would like to remove sessions from your Permanent Booking (or cancel your Permanent Booking in full) you are required to give one calendar month's notice. You will be charged for your current booking for the duration of that month regardless of whether or not your child attends the sessions you wish to remove. After the duration of that month, your booking will change (or cease) according to your request.