



ADMISSIONS, ONLINE BOOKING & REGISTRATION POLICY

Document Reference:	CC-ADMPOL-001
Setting Name:	Clwb Carco
Legal & Governance Body:	Charitable Incorporated Organisation (CIO) Board of Trustees
Lead Responsible Individual:	Person in Charge (Club Manager)/ Deputy Person in Charge
Provision:	After School Play Provision (Ages 3–11)
Date Adopted:	October 2026
Planned Review Date:	October 2027

CLWB CARCO: ADMISSIONS, ONLINE BOOKING & REGISTRATION POLICY

1.0 Purpose & Statement of Intent

Clwb Carco is committed to providing a fair, transparent, efficient, and non-discriminatory admissions and booking process for all children aged 3 to 11 years attending Tonysguboriau Primary School and the surrounding community. To ensure seamless management and compliance with Care Inspectorate Wales (CIW) National Minimum Standards (NMS 1 & 16) and GDPR regulations, Clwb Carco utilises 'Magic Booking' as its official online portal for registration, session bookings, consent management, and secure payments.

All children and their families are welcomed and treated with equal concern and respect, regardless of race, colour, ethnic or national origin, religion or belief, disability, family structure, or socio-economic background.

2.0 Digital Registration & Parent Account Setup via Magic Booking

- **Online Account Mandatory:** Before any child can attend Clwb Carco, parents/carers must create a secure personal account on the Clwb Carco Magic Booking portal.
- **Comprehensive Child Profile:** Parents/carers are required to complete all mandatory digital fields for each registered child, including emergency contact details, authorised pick-up passwords, medical conditions, prescribed medication requirements, dietary needs/allergies, home language, and 'All About Me' play preferences.
- **Digital Consents & Legal Acceptance:** Through Magic Booking, parents/carers digitally sign and confirm acceptance of the Clwb Carco Terms & Conditions, Parent Handbook, Privacy Policy, Emergency Medical Consent, and Photo/Media Permissions prior to finalising any booking.
- **Parent Responsibility for Live Data:** Parents/carers are strictly responsible for maintaining up-to-date account details. Any changes to emergency phone numbers, authorised collecting adults, address, or medical conditions must be updated directly on Magic Booking immediately.

3.0 Priority Allocation Criteria & Capacity Limits

Clwb Carco is registered with CIW for up to 40 children per session. Booking availability is managed automatically in real time through Magic Booking on a 'first-come, first-served' basis. Where demand exceeds capacity, priority for session allocations will be applied in the following order:

- 1. Children with Social Services, Employer-Sponsored, or Recognised Referral Placements.
- 2. Children of Working Parents / Single Working Parents, or parents in formal education or training.
- 3. Children requiring full-time / 5-day per week contractual block bookings.
- 4. Siblings of children already attending Clwb Carco.
- 5. Date and time stamp order of digital booking submission via Magic Booking for ad-hoc / flexible places.

4.0 Automated Waiting List System

When a session reaches its maximum registered capacity of 40 children, Magic Booking automatically closes standard bookings and activates an automated waiting list. Parents/carers can opt to add their child to the waiting list via the portal. If a cancellation occurs, the system or Person in Charge will offer the place to the next eligible family in accordance with our priority criteria.

5.0 Online Payments, Childcare Vouchers & Tax-Free Childcare

- Upfront Payment Requirement: All session bookings made via Magic Booking must be paid for in advance at the time of booking, using debit/credit card, Tax-Free Childcare, or Childcare Vouchers.
- Tax-Free Childcare & Voucher Processing: Parents paying via Tax-Free Childcare or Childcare Vouchers must select the appropriate payment method on Magic Booking and submit payment via their provider at least 3-5 working days prior to the booking date to allow for payment reconciliation.
- Flexible Payment Plans / Direct Debits: For recurring contractual bookings, Magic Booking allows automated monthly instalment plans, ensuring smooth financial management for families.
- Absence & Sickness: In accordance with our fee policy, session fees remain payable in full during a child's absence due to illness, family holidays, or medical appointments to maintain their reserved place.

6.0 Cancellations, Amendments & Contract Termination

- Self-Service Cancellations: Parents/carers can manage and cancel bookings directly through their Magic Booking account.
- Cancellation Window & Credits: Cancellations made with a minimum of 24 hours' notice before the session start time will automatically generate a booking credit on the parent's Magic Booking account to be used against future sessions. Refunds to bank accounts are not provided except under exceptional management discretion.
- Late Cancellations: Cancellations made with less than 24 hours' notice will forfeit the session fee.
- Permanent Contract Termination: Parents wishing to permanently cancel or reduce a recurring contractual place must submit one month's written notice via email to the Person in Charge / Board of Trustees or through the Magic Booking account management feature.

7.0 Grounds for Refusal or Account Termination

The Clwb Carco Board of Trustees and Person in Charge reserve the right to suspend Magic Booking accounts, refuse admission, or terminate contracts under the following circumstances:

- Unacceptable Behaviour: Where a child's behaviour severely compromises the safety or well-being of other children or staff, implemented only as a last resort after de-escalation strategies under the Behaviour Policy have been exhausted.
- Persistent Non-Payment: Where account arrears accrue and automated payment plans are breached.
- Breach of Conduct: Where a parent/carer exhibits abusive, aggressive, or discriminatory conduct toward staff or other families.