



Platform One Committed User Agreement Terms & Conditions – 2024/2025

A Committed User commits to booking their term time usage and or holiday requirements in advance. Term time bookings must be the same pattern each week. The Office will calculate fees for the period 1st September 2024 to 31st August 2025 and issue one yearly invoice.

As a Committed User, I agree to the following:

Bookings

- All bookings will be completed online via a 'Platform One Committed User Booking Form' or 'Platform One Ad Hoc or Change of User Booking Form'. Confirmation of places will be confirmed prior to commencement date.
- If I make an 'ad hoc' booking, I must pay for it, in full at the time of booking, or no less than one Month before the day of the ad hoc booking. This payment is non-refundable and cannot be added to my monthly invoice.
- If my child/children do not attend a session, I/we must inform Platform One directly. This can be done via email platform1@owps.org.uk or alternatively leave a message on the Platform One answer phone - 01733 239900. I/we accept that failure to notify Platform One may incur a non-notification penalty of £25.00 which is to be paid within One Week and cannot be added to the monthly invoice.

Change of Usage

- I/we must complete a change of usage form to request any increase or reduction to my original booking.
- I/we, as a Committed User are entitled to make one **reduction** of usage change, free of charge to my original booking. Additional changes of reduction of usage will incur a £20.00 administrative charge.
- If I/we wish to cancel or change my booking, I/we will give a minimum of one full months' notice, in writing to Platform One via platform1@owps.org.uk or via p1payments@owps.org.uk. Verbal notification will not be accepted as a change or termination of this Agreement.
- I/we must advise Platform One of any reduction to our Holiday Club Booking, that is covered by the free of charge reduction change, **31st March 2025**. Any reduction to my holiday club bookings after this date are non refundable.
- Increase in usage is unlimited and written confirmation from Platform One to confirm acceptance of place will be provided prior to commencement of increase to usage. If I/we need to increase my usage and Platform One does not have space available, my child's name will be placed on the Waiting List.
- A revised invoice will be issued to confirm all changes of usage.



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- If I/we change any of our bookings, **reimbursements are at the discretion of the Governing Body of Orton Wistow Primary School** and require one month's notice in writing.

Fees and Charges

- I will incur a Registration fee [a one-off payment of £10.00 per family] at the first time of booking with Platform One. This fee will be added onto the invoice amount.
- I/We will be issued with an invoice for the full academic year (or remainder of the year if applicable) prior to commencement of place. You will not receive and monthly invoice.
- I/We will pay the monthly amount by 28th of each month, up to and including August 2025 (July 2025 for Year 6 Children).
- Failure to pay my full monthly invoice amount in full and on time **will** incur penalty charges and this includes the **risk of losing my child/rens place at Platform One** [see table below].

Late/Partial/Non Payments	Penalty	Action
First Instance	10% of months invoice total added to subsequent months payment	Letter 1 from Office Manager
Second Instance	20% of months invoice total added to subsequent months payment	Letter 2 from Office Manager . Headteacher and CFO at OWN Trust Informed
Third Instance	Loss of place at Platform 1	Letter 3 from Headteacher confirming loss of place

Other Penalty Charges	Penalty Fee
Late Collection	£25.00 per quarter of an hour or part thereof.
Non-notification of Absence	£25.00
Additional changes to usage [over and above outlined in Agreement	£20.00

Holiday Club

- Change of Usage – One Free of Charge Reduction to Holiday Club Booking is permitted. Any changes must be made in writing before 31st March 2025. Any changes exceeding the One Free of Charge and/or changes after 31st March 2025 are non-refundable.
- I understand that should I/we take our child/children out of Holiday Club after my original booking has been accepted, or after my change has been confirmed, I will not be entitled to any reimbursement for the missed days.
- I/we understand any Holiday Bookings that my child/ren do not attend are non-refundable. In addition, I will inform Platform One of their non-attendance in advance. Failure to notify Platform One means a non-notification of absence fee will be applicable.

Other





- Platform One has agreed Policies and Procedures designed to ensure the wellbeing and safety of all its users. All users must comply with these. Copies are available upon request.
- I/we understand we must sign our children in and out of after each session at the club.
- The Current Gate Code to access the Platform One Building is given upon confirmation of booking. I/we confirm we will not share this code with my child/ren or with any other persons except those that are registered to drop off or collect my child.
- I/we understand that Breakfast Club opens at 8am and the club shuts promptly at 6pm during term time and Holiday Club, I/we should **arrive at the latest by 5:55 p.m.** I/we accept and fully understand that failure to collect by times stated will incur a penalty fee of £25.00 per quarter of an hour, or part thereof.
- If due to an emergency Platform One cannot provide the sessions I have booked e.g. due to school closure or unforeseen circumstances out of our control, they will contact you and arrangements for the collection your child/children must be made as soon as possible.
- The Governors of Orton Wistow Primary School and Platform One reserve the right to amend the Fees/Terms and Conditions set out in this Agreement.
- I/we understand that Platform One must be notified of any changes to personal information including change of authorised persons to drop off and collect my child/ren.

Session Fees

Club	Times	Session Fee
Breakfast Club	08.00 to 8:35	£4.50 per child [no reductions]
After School Club	15:15 to 18:00	£9.00 per child [no reductions]
Holiday Club [Full Day]	08:00 to 18:00	£24.00 per child [no reductions]
Holiday Club [Half Day – morning session]	08:00 to 13:00	£15.00 per child [no reductions]
Holiday Club [Half Day – afternoon session]	13:00 to 18:00	£15.00 per child [no reductions]



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