



Making life better for kids, making kids better for life.

Terms & Conditions

These are the terms & conditions governing all bookings with Future Stars (Scotland) Ltd. (hereinafter 'Future Stars')

Booking Terms & Conditions - After School Club

* Statements are issued 4 times per year at the end of each term. These detail all booked sessions and any payments made during that term. In the event of monies being owed at the end of any term, an invoice will be issued for the amounts due.

* Payments should be made on a weekly or monthly basis using the methods outlined below.

* A advanced fee equal to 1 monthly payment will be required prior to your first week of attendance.

* All booked sessions are chargeable regardless of attendance, and apply throughout the year unless a change of use form is completed to alter your bookings. We do not charge for any school holidays that fall on your chosen day, or for any school closures caused by extreme weather conditions.

* All cancellations or amendments to your booking must be submitted in writing. This can be done by email to info@future-stars.co.uk or by completing the change of use form in the out of school section of the Future Stars website (www.future-stars.co.uk). Your cancellation will be confirmed in writing by Future Stars.

* We require 4 week's notice for any cancellations or amendments to your booking. This notice period is payable.

Changes to your standing order and invoice or payment arrangements will be calculated upon receipt of notification and these must be actioned by you.

* Bookings for additional (ad-hoc) after school sessions must be paid in advance.

Payment Information

Payment may be made by the following methods:

Bank Transfer: Please instruct one-off or standing order payments via your internet banking platform to the following account:

Bank: Royal Bank of Scotland
Sort Code: 83-22-26
Account Number: 00643675

Please use the following as your reference: 'your surname/FAB'

Childcare Voucher: We have an account set up with a number of Childcare Voucher providers. Please let us know if you plan to make payments by this method. We can inform you of our reference and account numbers for these. If you are searching for us with your voucher provider, our service registration number allocated by the Care Inspectorate is CS2014334446 and we are listed as 'Future Stars at Bilco's (F.A.B) Out of School Club'.

Debit/Credit Card: We are able to take card payments at the front desk of the Activity Centre. You will receive a receipt for all payments made at the front desk and you should keep these for your records.

Cash: Payments by cash should be made at the front desk of the Activity Centre only. The out of school staff have no responsibility regarding payments and cash should not be handed to them. You will receive a receipt for all payments made at the front desk and you should keep these for your records.

Cheques: Please make cheques payable to "Future Stars (Scotland) Ltd.", and write your child's name on the back of the cheque.

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Future Stars (Scotland) Ltd., Argyle Crescent, Hillhouse Industrial Estate, Hamilton, Lanarkshire, ML3 9SL
T: 01698 200020 M: 07803 135635 E: info@future-stars.co.uk W: www.future-stars.co.uk
Company No: Sc356658 VAT No: 227 1248 26

After School * Activity Camps * Clubs & Classes * Parties & Events



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* Future Stars reserves the right to suspend or cancel attendance if payments fall below the equivalent of 4 week's fees. If necessary, Future Stars will take legal action to recover a debt, and will pass on all fees incurred to the client, together with a £50.00 recovery fee.

* We can only accept voucher payments equal to or less than your regular monthly fee. We are unable to refund any surplus funds. If your account is in credit, we will ask you to stop payments until any excess amounts are used up.

* All queries regarding invoices or payments should be directed to the Future Stars administrative team by email at info@future-stars.co.uk or by calling 01698 200020.

General Information

Prices: All prices quoted are inclusive of collection, activities and snack. Prices are set in advance and Future Stars will make every effort to ensure that the price quoted for any of our services is honoured. However, Future Stars reserve the right to alter any price as required where additional unforeseen costs arise beyond the control of Future Stars.

Advance notice of non-attendance: Parents are asked to provide advanced notice of any occasion where their child will not be attending any particular session. Contact with the staff should take place by 2.00pm on the day in question. This can be done in advance by speaking directly to the staff or by calling the Centre front desk on 01698 200020. Time spent looking for children that are not at the designated meeting point impacts on both the service and safety of the other children in our care. We understand that situations can arise that don't make this possible, but persistent failure to report a non-attendance may result in a suspension or exclusion from the service.

Data Protection: The personal information requested on our information and registration forms is required to enable Future Stars to deliver its services. The information will not be passed on to a third party without your express permission. It is the parent or guardian's responsibility to update Future Stars with any changes in personal information including contact details, emergency contact numbers and medical information.

Liability: Future Stars does not accept any liability for personal injury or the death of any service users unless caused by the negligence of Future Stars or its employees. Future Stars do not accept any liability for the loss or damage of any property belonging to participants.

Policies & Procedures: A copy of the services Policies and Procedures is available to view at any time on the company's website. These can be found on the menu under the Out of School banner at www.future-stars.co.uk. These documents are reviewed regularly and ensure that the service is meeting the requirements laid out by the associated governing bodies.

Concerns and Complaints: Should you have any concerns regarding your child's time in the service, please in the first instance, discuss these with the Supervisor. If you are not satisfied with the action taken, please contact the Business Manager. This can be done by email at info@future-stars.co.uk or by calling 01698 200020. Any complaint regarding any aspect of Future Stars services must be made no later than 72 hours after the incident giving rise to the complaint. We will investigate your concern and will respond within ten working days. A copy of the complaints procedure is contained within our policies and procedures (see above).

Exclusion: Future Stars reserves the right to refuse or exclude any individual, at any time, prior to, or during the delivery of childcare services if, in the opinion of Future Stars, that individual is incompatible with the general wellbeing and safe running of the service. In this instance, no refund will be given and any costs incurred, including any damage, will be passed onto the individual's parent or guardian. Parents/guardians will be responsible for the collection of the individual or for all transport costs in connection with that individual returning to their home address.

(updated February 2018)

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