



Happy Hedgehog Sports Ltd. – Late Collection Policy

We understand that occasionally unforeseen circumstances may cause a delay in the collection of the participant by the responsible adult. However, to ensure the smooth running of our programmes and to cover additional costs, we have a late collection fee in place. Please read the details of our policy below.

Late Collection Fees

Holiday Camp Programme

- **Camp Day Ticket**

If the participant is collected after **3:30 pm but before 5:00 pm**, a **£7.50 late fee** will be applied (Standard Twilight Camp Ticket Cost)

- **Twilight Camp Ticket**

If the participant is collected after **5:00 pm**, the following fees will apply:

- **£10** for the first 15 minutes (**5:00 pm to 5:15 pm**)
- **£5** for every additional 5 minutes thereafter

Extracurricular Programme

- **After School Club (End time usually 4:30 pm, but may vary)**

If the participant is collected late from the club, the following protocols and fees will apply:

- The **first 10 minutes** of lateness will be granted as a grace period with **no additional cost**, provided this is not a regular occurrence.
- If late collection becomes a regular occurrence, the **first 10 minutes** will be charged at **£5**.
- An additional **£5** will be charged for every **additional 5 minutes** thereafter.

Extended Provision:

If applicable, participants that are collected late, may be sent to the school's extended provision, where they will be charged separately by the school/ relevant provider.

Safeguarding and Duty of Care

We have a duty of care to all participants in our programme. If a participant remains uncollected after the scheduled collection time, the following steps are to be taken:

- Contact the responsible adult who completed the booking form for the programme.
- Reach out to any additional emergency contact numbers provided on the booking form.
- In extreme cases, contact the relevant authorities to ensure the participant's safety.

These actions are in line with our safeguarding procedures and legal obligations, ensuring the protection and well-being of all participants.

Payment of Fees

- Late collection fees must be paid via **bank transfer or PayPal**.
- Payments are due within **7 days** of the late collection or **before your child's next booking** onto the programme, whichever comes first.
- Failure to pay within the specified time may result in the cancellation of future bookings until the fees are settled.

Rationale for Late Fees

Our late collection fees are designed to:

- Cover the extra staffing costs for those remaining on-site
- Cover any additional leasing fees for the venue
- Encourage responsible adults to adhere to collection times and ensure a smooth and timely end to each programme.

Responsible Adult Agreement

- By booking the participant onto the programme, you agree to the terms and conditions of this late collection policy.

Summary

We appreciate your understanding and cooperation in helping us maintain a safe, efficient, and enjoyable environment for all participants attending our programmes.