



FEES POLICY

Charging Policy

Whilst we understand that there may be times when your child is unable to attend our clubs for various reasons, this outlines our policy on charging parents.

Bookings for our clubs are binding eg. if you book a Tuesday place for your child, this will be for the whole term.

If you decide to cancel your child's place at any point during the term, we will offer a credit for the remaining unattended sessions which can be used for holiday workshops or other clubs. We do not routinely offer refunds for cancelled clubs, but please do contact us to discuss this in the first instance.

Payments

Payments should be made in advance before the start of term. We require a minimum of 50% fees to be paid before the start of term, with the remainder paid before the second half of that term.

NB If we have not received the minimum payment by the first scheduled club session, your child will not be allowed to attend the club until payment is received.

We encourage parents to pay via bank transfer using the reference provided to:

Payee Name: **Pins & Needles Club Ltd**
Bank: **Starling Bank**
Sort code: **60-83-71**
Account number: **10201904**

Alternatively parents can pay by childcare vouchers. Please contact us by emailing info@pinsandneedles.club to let us know you would like to pay this way and we will send you our code if we are registered with that childcare voucher provider.

If payment is still not received by the end of term, we would then forward your account to a debt collection agency to recover the debts. Please be aware that this can negatively impact your credit rating.

Responsibility for payment

The responsibility for payment of fees, charges and penalties lies at all times with the person who has made the booking. Failure by Pins & Needles to make a written or verbal request for payment of fees does not constitute an excuse or reason for late or non-payment.

Non-exceptions to the payment

If your child is absent from a club due to illness, holiday, school closure, educational visit or school residential, Pins & Needles will not issue a refund or catch-up session.

Exceptions to the payment

If a session is cancelled by Pins & Needles, we will either add an extra catch-up session or credit/refund for the cancelled session.

CONTACT US If you have any questions or suggestions regarding our fees policy, please contact us:

Email: info@pinsandneedles.club © 2026 Pins & Needles Club Ltd.

