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Early Birds and Night Owls Booking Terms and Conditions September 2026

Early Birds and Night Owls bookings can be made directly from your parent pay log in.

When you reserve club slots on the calendar, you must complete the payment within 15 minutes. If you fail to check out within this timeframe, the system automatically cancels your reservation and releases the slots back to other parents.

- **Booking Must Precede Payment:** You cannot simply add a credit balance to your account and assume your child is registered. You must actively select and book the calendar sessions first, then apply your account balance or pay via card at checkout.
- **No Credit/Debt Facilities:** If an account balance is empty and payment isn't made at booking, the system will not confirm the spot.
- **Booking Deadlines:** Booking deadline is 12noon daily for the following day. For Monday's booking the deadline is 12noon every Friday.
- **Cancellations and Refunds:** Cancellation deadline is 12noon every day for the following day. For Monday session, the cancellation deadline is 12noon every Friday. If your child is absent or you want to cancel on the day of the club, no refunds or credits will be issued.
- **Refund of sessions:** If you pay for a full session and you collect your child early, refunds will not be issued.
- **Childcare Vouchers & Tax-Free Childcare:** If you use government schemes, the funds must usually be transferred to the school's bank account first. Once received, credit will be manually added your ParentPay club balance, allowing you to then select and "pay" for your bookings.
- **Late Collection Penalties:** Persistent failure to pick up your child on time frequently triggers late fees.