

Booking procedure

Bookings are processed on a first come first serve basis, on receipt of a completed application form. Places are only confirmed on receipt of payment. The application form can be returned by:

E-mail	holiday.childcare@towerhamlets.gov.uk
Post	Holiday Childcare team, Parent and Family Support Service 4 th Floor, Mulberry Place, 5 Clove Crescent, E14 2BG.
In person	By appointment only, by calling 020 7364 0523. Bookings in person will be made from Mulberry Place

Booking payment

In order to secure and finalise a booking payment must be made by:

Debit/Credit	Please call the office on 020 7364 0523. To process your payment you will be transferred to an automated secure payment system.
Childcare Vouchers	Please call the office on 020 7364 0523 to find out if our sites are registered with your chosen childcare voucher company.
Cheque or Postal Order	Please make payable to 'London Borough of Tower Hamlets'
Cash	If you choose to pay by cash we can only accept this in person, by appointment only. Please also bring the exact amount as we do not hold cash on site.

Confirmation of scheme place(s)

Please do not assume when submitting your booking form your place has been secured. We can only confirm places subject to availability and upon receipt of full payment.

On your child/ childrens first day at the scheme you will be asked to sign the registers to confirm your agreement to statements on the application form.

Cancellation and Refunds

If you wish to make any cancellations this must be made within 1 week (5 working days) before the Holiday Childcare Scheme starts. Please note:

- Parents can receive a refund if a doctor's certificate can be presented during or after a period of sickness.
- Parents cannot carry the days that their child is sick over to another scheme.

Please note you are paying for your child's place not your child's attendance. If your child does not attend you will not receive a refund unless as stated above.

Bookings

The bookings open at various times for working, non-working and parents/carers not resident in Tower hamlets. Please be aware that bookings close once all places have been filled.

Booking process

Application forms are e-mailed to parent/carers on the Holiday Childcare mailing list and are available on our website: www.towerhamlets.gov.uk/hcs

Application form is completed by parent/carer and sent back to the holiday childcare team (see options to return form above) please note applications are processed on a first come first serve basis and places a confirmed on receipt of payment.

The holiday childcare team input all information from the application form, into the holiday childcare database.

Parent/carer calls the holiday childcare team on the numbers above to see availability and make payment. Please note this can take up to 15 minutes to process the information on the form and to make payment.

If parent/carer is unable to make payment, it is their responsibility to call back when they are able to.

Once payment has been received the parent/carer will be sent an e-mail confirmation of dates and receipt of payment. (In case of any discrepancies please be able to show this at your child's first day).

On your child's first day, you will register them in and sign to give consent to all the information given on the application form.

Please note we no longer require you to complete and submit separate forms on your child's first day. All information is collected at point of booking.