

Admission and Fees Policy

For Schools and Local Authorities:

1. **Referral Process:**
 - Students are referred to Stride 360 by a designated school staff member or Local Authority representative.
 - Upon referral, we provide information on session availability, the scope of services, and relevant policies and procedures.
2. **Service Level Agreement (SLA) and Documentation:**
 - Schools/Local Authorities are required to sign an SLA confirming the agreed amount of work.
 - A completed referral form and any necessary student information must be submitted to proceed with the sessions.
3. **Invoicing and Payment:**
 - An invoice for the sessions will be issued and must be paid in full before sessions commence.
 - Sessions and availability are dependent on the schedules of our mentors and will be allocated on a first-come, first-served basis.
4. **Session Adjustments:**
 - Any requests for session changes must be submitted in writing to Stride 360's main email address.

For Parents and Carers:

1. **Registration and Documentation:**
 - Upon enquiry, parents or carers will receive relevant information about availability.
 - Prior to the start of sessions, parents must complete all required paperwork, including the contract, registration details, background information, and medical consent forms.
2. **Attendance and Cancellation Policy:**
 - To cancel a booking entirely, 48 hours' notice is required. If a session is cancelled with 48 hours' notice, the session can be rescheduled at no extra cost. Parents/carers are required to provide at least 48 hours' notice of session cancellation. If this is not given they will still be charged.
3. **Fee Information and Payment Policies:**
 - If a fee remains unpaid, Stride 360 will issue a written payment request.
 - Parents/carers experiencing difficulty with timely payments should contact the manager promptly to discuss payment options.
 - In cases of repeated late payment without explanation, Stride 360 reserves the right to issue a formal warning. If fees remain unpaid after the warning, this may lead to the termination of the child's sessions.

This policy was adopted by Stride 360	Date: 30/10/24
To be reviewed by: 30/10/26	Written by: Simone Lyons

