

FREQUENTLY ASKED QUESTIONS



Sports or Creative session: School End - 16:45pm | £8.00

There will be a programme of activities, open to children who need childcare and those who wish to do a fun club at the end of school with their friends. To stay on after 16:45pm, please book onto 'Snack & Chill'.

Extended Care: 16:45pm - 17:55pm | £7.50

You can book extended care, which we call 'Snack & Chill' where children can enjoy a drink and snack such as fruit, crackers, breadsticks or cheese etc. whilst waiting for you to collect them anytime until 17:55pm.

Booking:

All done online via MyShine.co.uk. You can book up to 2 terms if you need to plan your diary, or session by session if you'd like to try the club or aren't sure if you will attend every week.

Cancellation:

Shine understand playdates and dentist appointments and we credit or refund cancelled for sessions when 6 days notice is given. You can cancel online via your Shine account.

Childcare Vouchers:

Shine accept childcare vouchers and the Government Tax Free Childcare Scheme. If you have a credit with your current after school club provider, by contacting our accounts team these can easily be transferred to your Shine account and be used when you place a booking for your child.

Questions or Queries:

Email info@myshine.co.uk. By phone, the Shine office is open from 09:00 - 17:00 for any questions or queries you might have, or online at MyShine.co.uk

Please note our 6 day cancellation policy to receive a credit or refund.

MyShine.co.uk | 01174 033 033

info@myshine.co.uk

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 **Childcare Vouchers®**