

A pink paper airplane flying towards the right, with a dashed line indicating its path.

Your Booking Questions, Answered: A Quick Guide

Payments, Prepayments & Invoicing

1. What is a prepayment and why is it required?

A prepayment equivalent to one full week of fees is required to secure your booking and confirm your place.

2. When do I need to pay the prepayment?

The prepayment must be completed within 2 hours of booking via Enrolmy. If not received, the booking will be automatically cancelled.

3. Can my prepayment be used against future fees?

Prepayments may be offset against fees later in the academic year or against any outstanding balances where bookings are cancelled.

4. How does invoicing work?

Sherpa Kids invoices weekly in arrears, with invoices issued every Thursday for sessions completed the previous week.

5. Will I be charged if my child is absent?

Yes. Fees apply to all booked sessions, regardless of attendance, including absences due to illness or holidays.

6. What happens if my payment is late?

Accounts are reviewed regularly. Bookings may be suspended or cancelled if payments become overdue, and additional charges may apply.

7. What should I do if I expect a delay in payment?

Please contact the service as soon as possible to discuss your account and agree on next steps.

8. What payment methods are accepted?

Payments are made via Enrolmy using debit/credit card, direct debit, or bank transfer (account code required).

Booking Setup & Availability

9. Why does my booking show a start date before the school term begins?

Start dates are initially set to allow bookings to open early. No charges will apply before the actual school start date.

10. Can I change my booking start date?

No. Start dates are set automatically by the system based on availability and cannot be adjusted.

11. How are places allocated?

Bookings are confirmed on a first come, first served basis and are only secured once the prepayment has been completed.

12. Do I need to book for the full academic year?

Yes. At least one recurring booking day is required to secure a place, running for the academic year.

Booking Changes & Cancellations

13. Can I change, reduce, or cancel my booking?

Yes. All changes and cancellations must be submitted through your Enrolmy account and require 4 weeks' notice.

14. Will I still be charged during the notice period?

Yes. Existing bookings and charges continue during the 4-week notice period. No changes or cancellations are permitted in September or June.

Day-to-Day & Programme

15. What happens if my child is absent due to illness?

Please notify the service by email as soon as possible. All absences are charged as normal, as staffing and resources are allocated in advance. If your child becomes unwell while attending, a parent/guardian will be contacted to collect them promptly.