



## Giggles and More Ltd

8 Deer Park, Fairways Business Park, Livingston, EH54 8GA

### Payment Policy

At Giggles and More Ltd, we aim to provide reliable and professional in-home childcare. To ensure smooth service for all families, we require clear and timely payments in line with the following policy.

#### Advance Payment Required:

- The in-home childcare service will only be provided after payment has been received.
- Once a booking is made, an invoice will be issued with full payment details.
- Payment must be received in full to validate the booking.
- No payment = No service.
- Late payments are not accepted.

#### Refunds and Cancellations:

- Refunds will only be given in line with our **48-hour cancellation policy**.
- If a cancellation is made **within 24 hours** of the booking, a **minimum 3-hour booking charge** will be deducted from the refund.
- No-shows or same-day cancellations (less than 24 hours' notice) are **non-refundable beyond the 3-hour minimum charge**.

If you wish to use the Tax-free Childcare Allowance, please discuss this with us in advance. This only applies to our parents on retained childcare contracts.

We thank you for your understanding and cooperation in helping us deliver dependable childcare to all families.

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