

Guidelines for Booking Mobile Childcare Service

Effective from 1st October 2025

This document outlines the terms and conditions for booking mobile childcare services. Please read the following information carefully to ensure your group or organisation meets all requirements when arranging a crèche.

Crèche Booking Requirements

All crèche booking forms must be submitted at least ten days before the intended start date. While we recognise that in some circumstances this may not be feasible, every effort will be made to accommodate late requests where possible.

Venue Registration and Risk Assessment

All rooms where crèche services are to be delivered must be registered or in the process of registration. If the venue has not yet been registered, you are required to contact Steph Grant on 0141 634 6161 or via email at steph.grant@indigogrp.com to arrange a risk assessment. Please note that a fee of £30.00 is charged for this service, and the resulting assessment remains valid for 12 months.

Capacity and Staffing Ratios

The standard maximum number of children permitted in a single crèche session is twenty-four, though this number may be subject to change based on the size of the venue. In some cases—particularly for one-off bookings—this capacity may be increased depending on the type of activity being delivered and the availability of staff.

Child-to-staff ratios are determined according to age and are in line with best practice guidelines. For children aged 0 to 2 years, the ratio is one staff member to every three children. For children aged 2 to 3 years, the ratio is one to five. For those aged 3 to 5 years, the ratio is one to eight. The same 1:8 ratio applies to children aged 5 years and above.

Charges and Fees

As of 1st October 2025, the standard rate for mobile childcare is £29 per hour per staff member for weekday sessions, and £35 per hour per staff member for weekend sessions. A minimum of two staff members must always be present. These hourly rates do not include an additional sixty minutes allocated for setup and clear away, nor do they include necessary travel time, which may vary depending on the location of the crèche. These additional hours will be included in your final invoice.

Invoicing and Payment Terms

Invoices will be issued shortly after the crèche session has taken place. Full payment must be made within 28 days of the invoice date. Failure to meet payment deadlines may result in the refusal of future crèche bookings.

Cancellations and Changes

If your group or organisation needs to cancel a booked crèche session, you must contact us as soon as possible on 0141 634 6161. Cancellations made within 24 hours of the scheduled start time will incur a 15% administration fee. If the expected number of children changes before the session, you must inform the office at your earliest opportunity so staffing adjustments can be arranged.

Responsibilities of the Booking Organisation

It is the responsibility of the group or organisation making the booking to ensure that the premises used for the crèche are accessible and secure once the session has concluded. If your organisation operates under a purchase order system, a valid purchase order number must be provided at the time of booking. Without this, we will be unable to proceed with the delivery of the crèche service.

Further Information

If you have any questions or require clarification regarding any aspect of these guidelines, please contact Chanelle Chambers or Steph Grant at 0141 634 6161. You may also email steph.grant@indigogrp.com for further assistance.

Please retain a copy of these guidelines for your records.