

Charging/Fees Policy



The aim of this policy is to demonstrate fair and affordable childcare, with an open, honest pricing structure and payment procedure.

Invoices

- Fees will be charged a month in advance for all places, full or part-time.
- Payment is required no later than the **1st of each month**.
- Invoices will be issued a week in advance of the payment due date. Each invoice will contain full details of the sessions booked, if you wish to alter the sessions booked, this must be done prior to the invoice being generated.
- Weekly payment plans are available, with prior arrangement.
- Fees are reviewed frequently, and any changes to fees will be issued with months' notice.

Alterations to sessions/ Termination of contract

- Parents must give a minimum of 4 weeks' notice to change sessions times, days or to terminate a child's place at the setting.
- You will be continued to be charged for the last agreed sessions until written notice is given. Written notice can be texted or emailed or hand written.
- Additional sessions may be booked, if space is available, during the month. Any additional sessions booked after the invoice has been issued, will be added to the following months invoice.

Holidays/closures

- Our hours of operation are Monday to Friday 7am to 6pm. We will be closed all Bank Holiday and a week at Christmas. You will not be charged for these days.
- Any additional closures, including my annual holiday, will be notified with a minimum of 4 weeks' notice, but will always try to endeavour to give as much notice as possible so alternative arrangements can be made. Any closures will not be charged.
- If we are given 4 weeks' notice of your booked holidays or absences, you will be charged 50% of the booked session's fees. However if a child is absent through illness or unplanned absence the full amount will be payable.

Fee structure/Prices

From 1st September 2017 the fee structure is as follows:

Children aged 0 - 4 (till full time school)

- **9am - 5pm (8 hour session) - £34**
- **Before 9am and after 5pm - £5 per hour**
(Breakfast or dinner is included with additional purchased hours).
- **5 Hour session booked between 9am - 5pm (Example: 10am - 3pm) - £24**
- **Hourly rate between 9am - 5pm (short booked sessions) - £4.90 per hour**

Before and after school (over 4 years old)

Before school 7am - 9am £4.90 per hour (Additional child - £4.60 per hr)

After school 3pm - 6pm £4.90 per hour (Additional child - £4.60 per hr)

Breakfast or dinner is included with hourly rate for before or after school places.

School Holidays only (Ages 4+)

- **9am - 5pm (8 hour session) - £34**
- **Before 9am and after 5pm - £5 per hour**
(Breakfast or dinner is included with additional purchased hours).
- **5 Hour session booked between 9am - 5pm (Example: 10am - 3pm) - £24**
- **Hourly rate between 9am - 5pm (short booked sessions) - £4.90 per hour**

Transport/mileage

If your child is collected from another provision or dropped off, using our cars, you will be charged 0.45p per mile. This will show on your monthly invoice as a separate charge.

Sibling Discount

Sibling discount applies to the oldest child attending. Discount ceases when the eldest child is in receipt of Government funding for 3 & 4 year olds.

PLEASE REFER TO OUR SEPTEMBER PRICING STRUCTURE FOR FURTHER DETAILS.

Children eligible for funded places (15 or 30hrs a week)

Funded places are term-time only.

Parents with 3 and 4 year olds who access are funded places will receive an invoice clearly state which hours were taken as funded hours and, if any, which hours were taken as additional hours.

Invoices for funded children will include additional services, that have been agreed prior with the parent, and will be clearly identified on the monthly invoice.

PLEASE REFER TO OUR SEPTEMBER PRICING STRUCTURE FOR FURTHER DETAILS.

Late collection

We appreciate that there may be times when you are unavoidably late to collect your child or need us to be flexible with the hours your child is left in our care at short notice. We will try to be as accommodating as we can, but depending on staff ratios this may not always be possible. Charges may be applicable, so please discuss your needs with us.

We close at 6pm every day, so it is important late pickups are notified or prior arrangements are made to continue care of your child(ren).

Without prior notification, any late collections over 15 minutes will be charged at the hourly rate (£5)

Staff hours are often worked around children being on the premises and a late collection can mean paying a staff member to stay on. You will receive the additional fee(s) on your next invoice. We close at 6pm, so it is important late pickups are notified, otherwise, our non-collection of child policy will be enforced.

Payment methods

Payments can be made by cash, bank transfer or through childcare voucher schemes. Payment through voucher schemes must clear the bank account by 1st of the month same as cash payments. If this is not possible, you must notify us prior to the 1st of that month.

Late fees

It is important that payments are received on time. You will receive a reminder message two days after payment is due. If after reminders being sent, fees are not received after the 4th day of the month, you will be invoiced an additional charge of £20 to be paid immediately, with the outstanding fees owed.

Any difficulties in making payments, please discuss with us as soon as possible, so a payment plan can be discussed. Unpaid invoices could lead to your child being refused childcare with us, which we would like to avoid.