

Fees Policy updated April 2021

Fees are invoiced at the beginning of the month for the contracted sessions. Should any changes occur during the month, the extra hours will be charged for on the following months invoice. Contracted hours are payable regardless of late arrivals, early collections, or you or your child's illness.

Deposits – we accept deposits should you wish to start at the setting for an agreed date. Priority will be given to parents who have paid this deposit, this will be in the sum of 50% of their requested contracted sessions and this will be deducted from their first invoice.

If the place becomes unavailable or the terms of the contract are changed, we will refund the full deposit. If You no longer want the place, then we are within our rights to keep this payment.

If you wish to pay a deposit, please see an Office Member of staff who will complete the relevant paperwork in relation to his.

Retainer- we will charge a retainer fee to parents who want to delay their child's start date when it becomes available. Please note that a retainer will not be charged for an unborn baby on the waiting list.

Registration Fee – this is charged to cover the initial paperwork set up fee.

Contract Termination- 4 weeks' notice is required in writing. The Termination period is chargeable at normal rate. If any fees are outstanding, we remind parents that they will be acting in breach of contract and the Debt Management Policy will be followed.

Fees Review- the Management Team will review fees twice a year. Any increases will be applied to relevant invoices. Parents are given a months' notice of any intention to raise fees in order that you have sufficient time to inform Tax Credits, alter and update bank transfers or payments via the childcare voucher scheme.

We accept payment by Bank Transfer, childcare vouchers, and the tax-free government scheme. Our bank details are:

Sort Code: 60-14-10

Account Number 20053282

Reference: Please state your child's name.

Please note receipts are not issued unless you need one for record of transfer for Tax Credits purposes.

If you require a registration code for Childcare Vouchers, please contact the office and this can be provided.

We do not normally accept payment by Cash or Cheques.

Please note that you are responsible for paying the setting on time if using childcare vouchers.

Help with Fees – We would rather work with you to resolve any issues rather than cause upset and trauma by terminating your contract. We can offer payment plans to any parent should you find yourself in financial difficulties.

More advice can be found at www.gov.uk/help-with-childcare-costs/approved-childcare

Calculating fees:

Fees are rounded up to the hour, for example if a child is booked to attend from 8.15-3pm you will be charged 7 hours from 8am- 3pm.

If your child is booked 9am- 5.30pm but you arrive to collect at 5pm you will still be charged for your contracted hours.

Additional Charges

Early Arrivals at 8am Owls and Robins £5.60 per hour

Evening collections after 3pm £5.60 per hour

Child/Family illness- Full fees apply

Sun cream – a £3.00 charge will be automatically added to the start of the Spring Term invoice unless you inform the setting otherwise.

Nappies – failure to provide suitable nappies will result in an additional charge.

Payment in case of forced closure- fees will not be voided by riots, civil unrest or commotion, pandemic, social lockdowns, or strike action. In these circumstances we reserve the right to charge the parent a retainer, in the form of a reduced amount of 50% of their normal monthly fee during the closure. If parents do not pay the retainer, please bear in mind that your child's space may not be available upon your return.

Late Collection – if you fail to inform staff of a late pick up, you are charged £5.60 for every 15 minutes outside of your contracted collection time.

Attached is a copy of our charges.

We offer a 10% Discount for siblings.

Settling in Sessions – we offer relaxed settling sessions to meet the needs of the parent and child in the Forest Bungalow. These sessions will allow us to find out more about the child and your family. We reserve the right to extend the settling- in period if we should need too.

Settling Sessions are chargeable and will appear on the invoice when the child starts their contracted hours.

Settling sessions are not normally provided with the Owls or Robins unless discussed with the Director of the setting.

Funded Sessions

We cater for 15 hours for children who are eligible for 2 year old funding subject to there being spaces for them.

We also offer 15- or 30-hours funding to 3-4 year old.

Funding for 3 year old will start the term after your child turns 3, for example if your child is born in September, their funding will start in the Spring Term (January), if your child is born in April then their funding won't start until the Autumn Term (September)

Funding hours are offered between the hours of 9am and 3pm. Should you wish your child to use the early/late facility, these hours will be claimed for on the Parental Statement of Undertaking (PSOU) and then you are charged a "top up fee" for this.

For example – 15 hours a child attends the setting 8am – 4pm Monday and 8-3pm on a Friday. We would detail on their PSOU 8 hours Monday and 7 hours Friday. This would take them to the allowance of their 15 hours; a top up fee would be charged for the 8am starts and 4 pm finish.

30-hour child – again the same process would apply above.

If a parent just wishes to claim the standard 15 hours, the necessary paperwork will be completed by the setting and a copy of the child's birth certificate will need to be provided. Failure to do so, will result in the funding becoming invalid and normal hourly rates will apply.

30-hour funding- should you be eligible for the extra hours; it becomes the parent's responsibility to apply for this prior to the cut off date of the funding criteria. You must then provide the setting with the DERN Number.

To apply for the extra funding please visit www.childcarechoices.com

Cut off dates are as follows:

For funding in September term, you must apply by the 31st August

For Spring Term you must apply by the 31st December

For Summer Term – apply before the 31st March

Any additional hours that a child does will be charged at the pre-schools hourly rate.

Other Settings – should you wish to split your funded hours between two settings, please make sure you inform both settings of exactly how many hours you wish to claim. Failure to do so may result in you being charged incorrectly.

Banked Hours – should you not use your funded hours allowance during the week at pre-school as long as you are not using hours at another setting you will accumulate a banked allowance of hours, which can be used for Holiday Clubs only.

Please note that when using banked hours, you are charged a top up fee as listed on the attached fees schedule per hour.