

Fees Policy

Conkers Nursery provides a high quality, safe and exciting environment for children to develop and learn in, at a fair price which offers value for money.

Conkers' operating hours are from 8am to 5:30pm Monday to Friday, for 51 weeks a year. We close for the period between Christmas and New Year, Bank Holidays and five staff training days. Charges are not made for these days.

Fees and Invoicing:

All children (0-4 years): £5.20 per hour

Parents/carers provide nappies, wipes, wellies, a waterproof coat and trousers for their child, sun cream and sun hat.

Currently we do not charge a registration fee, deposit or retainer.

Additional hours can be requested and if space is available, can be allocated with immediate effect. Verbal requests can be made, but please follow up in writing. To reduce hours of attendance, please give four weeks' notice, in writing.

We offer term time only and year round contracts.

Early Years Entitlement Funding (EYE) details:

We are in receipt of EYE funding for two, three and four year olds; this is available from the funded period after your child's third birthday, or second birthday for eligible families.

EYE funding entitlement is 210 hours in the autumn term, (=14 weeks), 165 hours in the spring term (=11 weeks), and 195 hours in the summer term, (= 13 weeks). This can be split between providers but must not exceed 15 hours in total.

Extended funding is available for eligible working families. Please ask if you think you will be eligible.

To claim the EYE funding the following information is needed:

Child's legal documentation: birth certificate, passport, required on registration. If these are not produced we are unable to claim funding and will have to charge fees at the standard rate.

EYE funding parent declaration form - completed **every term** and signed by carer.

Parents/carers of children in receipt of Early Years Entitlement funding can choose to spread their 570 hours annual entitlement over the year rather than 38 weeks (e.g. spread over 51 weeks, the hours attended would be 11 per week, year round, rather than 15 if taken during term time only). Options can be discussed on registration. Hours of attendance exceeding the 570 annual limit, are charged at the standard hourly rate of £5.20.

Year Round Contracts:

Families on year round contracts can take two week's holiday at 50% reduction. These must be taken as full weeks (normal hours of attendance) and a month's notice is required.

As noted above, fees are not charged for bank holidays, staff training days or the period between Christmas and New Year.

Fees are charged for short term absences (1-6 weeks) due to illness, as the child's place is kept open. In cases of long term illness adjustments may be made on an individual basis.

Charges are made for short term emergency closures (e.g bad weather) unless these are caused by circumstances within the nursery's control.

Invoices are submitted monthly in advance and the payment due date (usually the first working day of the month) is stated on the invoice. Prompt payment is expected and appreciated. To be sustainable and still offer high quality provision that is great value for money, we do not allow debt to accrue.

Payment Options

Payment should be made in full, by cash, cheque, standing order or childcare vouchers if applicable. Payment can be made weekly in advance, by special arrangement. In these cases a cash payment is required. It is the responsibility of parents/carers to obtain a receipt at the time of payment.

Payment by cheque or standing order is deemed to be paid when the funds are cleared in the nursery bank account. An administration charge of £20 is applied for failed payments.

On the due date, the Balsam Centre Finance Officer checks payments against invoices.

Late payment of fees procedure: monthly invoice

All parents/carers who have not paid are reminded by phone and email that payment is now overdue.

If no payment has been made by the end of the week in which it is due, the non-payment procedure is followed.

Late payment of fees procedure: weekly payments

If a weekly cash payment arrangement is in place and payment is not made on the first day the child attends nursery, it will be considered a non-payment and access may be refused until payment is received.

Non-payment of fees procedure: monthly invoice

The named person for paying nursery fees is contacted before the end of the week to arrange a payment plan for the outstanding amount, which must be cleared within two weeks of the plan being agreed. In addition the parent undertakes to pay future fees in full and on time. This is signed by the Manager and parent and a copy retained by both.

If the payment plan is not adhered to (ie if an agreed payment is missed) and the child is not entitled to EYE funding, the child's place may be withdrawn with immediate effect. This is confirmed in person and followed up by letter. The child's place can be reinstated once the debt is paid, if it has not been re- allocated.

If the child is entitled to EYE funding payment, the child's hours are reduced to EYE funded hours and any additional services are withdrawn until the debt is cleared.

Working Tax Credit:

If you receive Working Tax Credit you may be able to get help towards the cost of childcare. For further details contact the tax credits helpline on 0845 300 3900 or visit HM revenue and Customs (HMRC) website www.hmrc.gov.uk/taxcredits

Late collection charges: please also see non collection of child policy.

If a child is collected late during the day there is a charge of £10 for every 15 minutes with a minimum charge of £10. The charges are necessary to pay staff who may have to work overtime to ensure there are enough adults for the number of children. Two members of staff have to be on duty at all times if there is a child present.

Termination of the contract:

Nursery:

The manager can terminate the contract with immediate effect in line with the above non-payment procedure or in the event of violent or aggressive behaviour from parents/carers, or not adhering to policies. This will be confirmed in writing after the event.

In other cases a period of four weeks' notice is given, in writing.

Parents/Carers:

Parents may terminate the contract with four weeks' notice, in writing. Four weeks' fees are charged in lieu if no notice period is given. EYE funding entitlement for the four weeks will be claimed if applicable

This policy was adopted on	Signed on behalf of the nursery	Date for review
6 /8/18	Tina Graham	6/8/19
Reviewed 31/7/19	Tina Graham	31/7/2020
Reviewed 1/9/2020	Amy Cooper	1/9/2021
Reviewed 22/6/2021	Louise Nelms	22/6/2022
Reviewed 10/9/2021	Sarah Emery	10/9/2022