

PAYMENTS POLICY

Fees are payable monthly (in advance), by bank transfer only.

Invoices are sent out monthly to all parents/carers and payments must be made by the end of the calendar month. These invoices include any additional hours/session, wraparound care or additional charges accrued i.e. late or admin fee.

If payment is not received, a telephone call is made and following this, if a payment is not made, a letter of reminder will be issued informing them that their childcare may be revoked if they do not bring their account up-to-date.

Failure to come to an agreement regarding outstanding fees will result in the debt being passed onto our local solicitor to act on our behalf. At any point, an alternative payment method may be discussed and agreed with the Childcare Manager.

Fees are calculated by taking the child's daily attendance and multiplying it by the number of sessions attended per month. E.g. Monday PM every week for 5 weeks is $£13.50 \times 5 = £67.50$.

Private session cost- £13.50 (3 hours)

Government Early Education Fund is available to all children in the term following their 3rd birthday and 2 year funded places are available to children whose parents fulfil the eligibility criteria. Our current commitment is to provide a 3 hour daily session (15 hours a week) which can be taken either in a morning or afternoon session during school term time only (Crystal Gardens). This session may be 'topped up' at an additional cost to provide a full morning or full afternoon of childcare and education.

Apart from those children receiving early years funded sessions, we offer term time only places, for which parents/carers are required to pay privately.

We are unable to give refunds or offer another day in lieu when registered or booked extra sessions are not attended for any reason. The nursery does not permit the prorata reduction of payment fees if the child is absent from nursery due to illness or holidays whilst the nursery is open. The parent/carer is therefore obliged to make full payment for the 38/39 weeks. The nursery reserves the right to increase fees annually by giving one month's written notice of the proposed increase.

Parents/carers are required to give 1 month written notice if their child no longer requires a nursery place or wishes to change the sessions currently allocated.

Alternatively, one month's fees may be paid in lieu of notice.