

Fees policy

I am self-employed and set my own terms and conditions, including fees. It is important that you read through my Fees Policy carefully and understand exactly what is expected of you. If fees are not paid, I am within my rights to suspend childcare and take legal action against you to recover fees.

Operational Hours

7.30am - 5.30pm Monday to Thursday

I am closed for 2 weeks over the Christmas and take a further three to four weeks off during the year. Notice will be given for all holidays well in advance.

Deposits and settling-in

Deposits – I charge a **week's fees** calculated using the child's usual sessions as a deposit to hold a place for your child. If I am unable to offer the place, the deposit will be returned in full - if you cancel the requested place, you will lose your deposit. The deposit will be against your first month's fees.

Settling in sessions – I offer **2 x 2 hour settling in** sessions to help your child transition into my care.

I may ask you to bring your child for further short settling in sessions if your child does not seem to be settling well. You can ask for extra short settling in sessions if you are worried about how your child is settling in, they will be charged at my normal hourly rate, billed in advance.

Settling in period – I offer a 2 week settling in period. All booked hours are payable in advance. I may extend the settling-in period, if I am concerned your child is failing to settle. Contracts can be terminated at any time during the settling in period by either party without prejudice. If I end the contract during the settling-in period, any money paid for sessions not attended will be refunded. If money has been paid by voucher, I am required to refund the voucher (not you) for tax reasons. If you end the contract, full payment for the sessions booked will be retained as the sessions have been provided for the sole use of your child.

Fees payable

Hourly fee - **£5.25** *excluding food*. I charge by the half hour.

Mealtimes - **£2.50** *per day*.

Additional charges

Provider holiday / illness - no charge

Early arrival / late collection - **£5 per 15 minutes**

Child / family holiday / illness- full fee

Bank holidays - full fee

Non-booked overtime - £6 per half hour after 15 minutes. Please remember that overtime is not always available.

Outings - No charge

Food provision

Meals and drinks are an additional fee as stated above. I do not provide baby milk or weaning meals.

A snack will be provided in the morning and on an afternoon for all children free of charge, including fresh fruit. Parents are welcome to provide food for their child. Fresh drinking water is freely available and accessible to the children throughout the day in age-appropriate cups.

Other fees information

Funded sessions – I am registered with my Local Authority to offer the Government funded Childcare for children aged 9 months to 5 years and also accept Tax Free Childcare schemes. Additional hours are accepted if you wish to book and any meal times will be charged at the published rates.

Government funded childcare - offers working parents 15 or 30 hours of free childcare weekly for children from 9 months to school age, depending on eligibility, with all 3 & 4-year-olds getting 15 hours, while some 2-year-olds also qualify for help. Eligibility for the extended 30 hours (from 9 months) requires parents to earn at least the minimum/living wage for 16 hours weekly but less than £100k, and you need to apply online via <https://beststartinlife.gov.uk/> to get an eligibility code for me to use.

- 2 year olds can get 15 hours of free childcare a week if you or your child get some extra support. You'll get these 15 hours for 38 weeks of the year. I am able to check your eligibility.
- 3 - 4 year olds can receive 15 universal hours after their 3rd birthday. Eligibility would be confirmed by me.

Part-time care – I am happy to offer part time hours and I try to be as flexible as possible. However, to deliver the Early Years Foundation Stage (EYFS) for children aged from birth to 5, I require payment for a minimum of 16 hours per child per week.

Extra expenses – extra expenses will normally be agreed in advance. However, this is not always possible. Sundry expenses might include sun cream if not supplied by parents, emergency supplies of nappies or baby food etc. Payment will be requested on the next invoice..

Term time only childcare – I am happy to discuss term time only care.

Holiday only childcare - sessions will be charged at the normal hourly rate.

Paying your fees – fees are invoiced 7 days prior to payment which is the first day of the month.

Please remember that the hours charged are the hours held by you for your child's sole use. Contracted hours are payable regardless of late arrivals, early collections, illness, occasional days off etc.

Payment options – I accept Bank transfer (BACS), cash, vouchers or a combination of these methods. I do not normally accept cheques. Please remember that you are responsible for paying me - not Tax Credits or voucher companies. If payments are late, it is your responsibility to ensure I am paid.

Payment information

Payment date – payment must be made monthly in advance on the first day of the month.

Unpaid fees – a late payment rate of £5 per working day, to a maximum of £25.

If fees have not been paid by the end of the first week of the month, the contract will be suspended until payment has been made and legal advice will be sought.

Help with fees

Tax credits might pay a percentage of your childcare costs, depending on joint family income. Advice can be found here - <https://www.gov.uk/help-with-childcare-costs/approved-childcare>.

Please let me know as quickly as possible if you are having problems paying your child's fees. I would much rather work with you to resolve the issues than have to cause a child upset and trauma by terminating their contract.

Contract termination

All fees **must** be paid in full before the contract is terminated. Normally 4 weeks' notice must be given by either party if the contract is to be terminated. Please note that the termination period does not include holidays/days off. Term time only contracts would require 4 weeks notice during term time.

Reviewing fees

Fees are reviewed annually in April. You will be informed if fees are changing. This will give you 4 weeks notice so you can adjust tax credits / bank payments / vouchers etc.

Parents please remember!

Booked sessions are reserved for your child's sole use. This means that I am unable to care for another child on the days and sessions that your child is due to attend. This also means that I charge full fees if the child is dropped off late or collected early and I do not swap days or hours around. I charge full fees for all booked sessions and overtime if extra sessions are required. I will always invoice parents for booked sessions unless I am ill or on holiday and unable to provide a service.

If you have any questions about my Fees Policy, please do not hesitate to discuss them with me.

Signed:

Review date: