

Transparency & Communication Policy for Childcare Fees & Invoicing

Purpose:

This policy sets out how I, as your childminder, will maintain open, honest, and transparent communication with parents/carers regarding childcare fees, invoicing, and payment arrangements.

1. Clear and Accurate Invoices

- All invoices will be issued on time and will clearly show:
 - Dates and hours of childcare provided
 - Agreed hourly/daily rate
 - Any additional charges (e.g., meals, outings)
 - Any funding applied (e.g., Early Education Funding)
 - Total amount due and payment deadline
- Any discounts, credits, or adjustments will be clearly itemised.

2. Notice of Changes

- Parents/carers will be given written notice of any changes to:
 - Fees
 - Payment dates
 - Policies relating to charges
- Notice will normally be 4 weeks, unless an urgent change is required for regulatory or sustainability reasons, in which case as much notice as possible will be given.

3. Open Communication

- I encourage parents/carers to discuss any questions about their invoice at any time.
- Queries can be raised in person, by message, email, or phone, and I will respond within a reasonable timeframe.
- If there is ever an error on an invoice, it will be corrected as soon as possible.

4. Payment Expectations

- Payment is due by the date stated on the invoice.
- Accepted payment methods will be confirmed in your contract (e.g., bank transfer, childcare vouchers, tax-free childcare).
- If parents/carers are experiencing financial difficulty, I ask that you communicate this as soon as possible so we can discuss a temporary plan where appropriate.

5. Funding Transparency

- Where government funding is used, I will clearly show:
 - Funded hours
 - How they are allocated
 - Any additional charges (e.g., meals, consumables, additional hours)
- Parents/carers will be given a breakdown of how funding is applied to their invoice.

6. Record Keeping

- I will keep accurate records of:
 - Attendance
 - Fees charged
 - Payments received
- Parents/carers may request a copy of their payment records or past invoices at any time.

7. Mutual Respect

- Both parties share responsibility for maintaining clear and respectful communication.
- I aim to be open, approachable, and transparent so parents/carers always feel fully informed about their childcare costs.
- A 4 week notice period is required under our contract to both parties.

8. Pricing & Funding

- Fees- Hourly rate is £6.50 per child per hour. This is a charge for hours that exceed the government funded (Free childcare and education for children under 5)
- Funding- Parents/ Guardians are responsible for checking their child's eligibility and supplying the 'Eligibility Code'
- Registration fee/ Deposits- I do not charge a registration fee or take deposits
- Optional Charges- I charge £5 per day per child to cover soft plays, playgroups, eating out etc however payment is optional and parents are more than welcome to opt in or out of paying this fee.

9. Hours of business & required items

- My hours of business are 7:30AM- 5:30PM, Monday, Wednesday and Thursday
- Food snacks and drinks are provided during my hours of business.
- Parents must provide- ***Nappies, Wipes, Baby milk/ Formula, Suncream and any other required medications.***

Acknowledgement

By accessing my childcare service, parents/carers acknowledge this Transparency & Communication Policy and agree to work collaboratively to ensure clear financial communication.

Norma Telfer

<u>Policy Effective from:</u> 1st January 2026	<u>Policy to be reviewed:</u> 1st January 2027
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