

## Payments Policy

Nursery fees are £55 for a full day  
£33 for a half day  
£11 per HOUR ad on hour or drop in crèche facility

**Please note session times are as follows:**

**7:30 – 12:45 (AM)**

**12:45 – 6 (PM)**

**Additional hours can be booked to attach on to a morning or afternoon session where needed and available**

*At the point of registration you are charged a registration fee of £25 and a returnable deposit of £35 which is returned when your child leaves the setting, if more than 1 child attends from the same family only 1 registration fee and deposit is required.*

Holidays – holidays must be paid for to hold your booked space with the nursery this is to ensure that when busy you have your place to return to, we offer two weeks discount at half price. Holidays booked must be done so with at least two week's notice.

Fees are due 1 week in advance e.g. payable on Monday for that week, it may be possible on occasions to come to an arrangement with the manager to pay at the end of the week, however this must be firstly agreed with the manager, any account more than two weeks in arrears may be refused entry to the nursery until the account is cleared. We understand that childcare vouchers and tax free childcare are issued in arrears and therefore take this into account for parents using these schemes.

If your account is in arrears and we either exclude your child(ren) from attending or you leave without paying your debt will transfer your debt to debt collectors to recover which may incur additional costs for you.

Fees are payable during absence due to sickness as staff are given hours to match bookings made and therefore still have to be paid regardless of whether children turn up or not. The exclusion policy may be implemented for infectious diseases, please see the exclusion policy and guidelines on the parents notice board this is consistent with the national health guidelines.

Bank holidays must be paid for in full – where the nursery is quieter we may be able to offer you another day in the same week or alternatively you may take the day as a holiday day. If you are on a full week contract and you have holiday days available to take you may use a holiday day for a bank holiday.

The nursery is closed for 1 week between Christmas and New Year which we do not charge for, exact dates will be communicated to you each year in good time.

For any parent booking drop in hours in the nursery these are subject to availability and not guaranteed.

Cancellations - Drop in hours may be cancelled prior to staffing rota's being completed on a Friday morning for the following week, otherwise must be paid for in full – this also applies to 1 off additional days booked by people with contracts. There may be times we can reallocate sessions booked as a swap during the same week or following week dependant on available staffing levels.

Extra bookings can be requested in the same week and may be allocated if staffing allows.

Late fees are applied when you are over 10 minutes late – a charge of £20 will be applied.