



Registered charity number: **1162644** / Ofsted URN: **EY497796** / Company number: **09308414**

## **Fees & Payment Policy 11.0**

### **Statement of Intent**

West Hill Pre-School is a registered charity and one of our financial aims is to ensure we do not make a loss at the end of the year. Each year the budget is carefully planned according to the number of children we have and the fees that we will charge for the year to cover building rent, insurances, staff wages along with all the other expenditure. The aim of our Pre-School is to provide a service to local children and families, not to make a profit. However, this aim can only be fulfilled if we have enough income to cover our outgoings. We will never take any action against a child, including, but not limited to, exclusion or discriminatory treatment, due to parent/guardian's genuine inability to pay fees. We aim to collect due fees as efficiently as possible.

### **Aim**

To outline and ensure parents understand the terms and conditions when their child attends West Hill Pre-school in regard to the invoices they will receive and the payments they are required to make.

### **Terms & Conditions**

### **Rates**

#### **Children aged 2-5 years old**

Morning Sessions	9.15am – 12.15pm	£18 (£6/hour)
Afternoon Session	12.15pm – 3.15pm	£18 (£6/hour)
Full day Session	9.15am – 3.15pm	£36 (£6/hour)
Consumables fee	Only charged to government funded children	£3 per funded pre-school session

### **Consumable fees**

A cost for consumables, which includes snacks, paper, arts and crafts materials, cooking, gardening, forest school, music and movement sessions, sundries, suncream etc., which is a significant volume and spend each year. This amount is payable per morning and afternoon sessions. Please note, the consumables charge only applies to funded sessions for ages 3+ and does not apply to 'paid sessions' or to Funded 2-year-olds. If you do not wish to pay this charge and would like your child to opt out of these activities / services, please contact us to discuss alternatives.



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### After School Club Sessions – Children aged 3-11 years old

After School Club	3.15pm – 5.30pm	£12 (includes light snack)
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(Please note that all our after school club sessions should be booked half termly and must be paid for regardless of attendance. Ad hoc care is occasionally available but be aware that sessions are extremely popular so availability may be limited)

### Government Funding

We are a 2 year old funding approved provider (subject to eligibility).

All 3 and 4 year olds are entitled to 15 hours per week of free early years education for 38 weeks of the year from the term following their 3rd birthday. Eligible children can get up to 30 hours. If parents wish their child to attend for additional hours they will be charged according to the rates.

Children who are 3 between:-	Become eligible for 15 hrs free funding from:
1 <sup>st</sup> April & 31 <sup>st</sup> August	September
1 <sup>st</sup> September & 31 <sup>st</sup> December	January
1 <sup>st</sup> January & 31 <sup>st</sup> March	Easter

### Payment Procedure

- Invoices will be created by the Management team and provided via email.
- The payment or request of a payment plan each term (as detailed on your invoice) is required within 2 weeks of receiving the invoice.
- Fees are preferred in full at the beginning of each term, however if you are unable to pay the amount in full, please contact the management to set up a payment plan.
- Payment can be made by BACS Transfer, Childcare Vouchers or through the government tax-free childcare scheme.
- A parent/provider agreement form must be signed to claim Flexible Free Entitlement. If funding is split between other providers, details must be completed on the parent/provider agreement form.
- **Minimum session time is 3 hours, maximum 6 hours.** Within the operating hours of 9.15 – 3.15 Monday to Friday, term time only

Please note we DO NOT accept payments by cash. Payment can be made by BACs, we also accept tax free Childcare. Please use your child's first name as a reference when paying by BACs.



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Barclays Account No: 83143961, Sort Code: 20-30-47

**Childcare Vouchers:** Pre-School is registered with several companies to accept childcare vouchers as payment. Please speak to Felicity Carpenter (Business Manager) if you need any further information.

**Tax Free Childcare:** Pre-School is registered to accept tax free childcare payments. Note this scheme is only open to those parents who have registered with HMRC for an online account and fit the eligibility criteria: any parent must earn atleast£120 a week and less than £100K per year. TFC cannot be used with childcare vouchers.

Please let management know if you wish to pay this way and provide your unique reference number.

### **Outstanding Fee's**

- If payment of fees is not received within 14 days from the invoices being provided, a first reminder e-mail will be sent to the designated parent/carer which will detail when the fee payment was due and the total fee amount overdue.
- If fees remain outstanding after this time and no payment schedule has been agreed with the manager, the Pre-school will reserve the right to add a £20.00 charge per month, for late payments.
- Under the terms and conditions pre-school reserves the right to charge a £20 admin fee on top of late fees.
- If payment is still not received within a further 7 days from the 1<sup>st</sup> reminder and the parent / carer has not discussed payment of the outstanding amount, the child whose fees remain outstanding may be refused entry to pre-school until such fees are settled in full. This may result in you forfeiting your child's place (except Government funded sessions) at pre-school and the opening will go to another child on our waiting list.
- If the fees due remains outstanding for a further 14 days, a recorded delivery letter will be sent to the designated parent/carer advising that legal action will be taken and collection of the fees will be pursued through the small claims court procedure or by other litigation.
- Application to the small claims court is a last resort which will only be undertaken when all other approaches have been tried, when the Management Committee is confident such action does not contravene other stated aims and policies of the Pre-School, and when they have carefully considered the effect of such action on the child.

### **Late Collection**

We aim to ensure that all children are collected on time by either a parent, carer or other authorised person. It is a parent's responsibility to inform all authorised persons of the



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collection times of 12.15pm, 3.15pm or 5.30pm and to ensure their child is collected promptly at the end of every session. However, we appreciate that sometimes there may be circumstances beyond parent or carer control affecting the prompt collection of a child. We ask that if a parent/authorised person is going to be late, then they inform the staff as soon as possible and make alternative arrangements to have their child collected immediately.

In the event of a parent or carer arriving late to collect their child (i.e. after 12.15pm, 3.15pm or 5.30pm), then we reserve the right to charge a late fee, and the following procedures will be followed:

- Staff will record the time the parent or carer arrives to collect their child on our register;
- On the first occurrence of being late, the lateness will be recorded by the member of staff on 'door duty';
- A second or any subsequent occurrence will incur a flat fee of £20.00 for the first 15 minutes and for every 15 minutes thereafter (or part thereof);
- If a child has not been collected by an authorised person by 12.15pm or 3.15pm, and we have had no communication from the parent or carer to explain the circumstances of the delay, then we will apply our child protection procedures.
- Any late collection fees incurred require payment within 7 days of receipt of invoice.

### **Absence / Illness**

- Fees are not refunded for any days missed due to holidays or absence during term time.

### **Closures**

In the event of the Pre-School being forced to cancel a session, we will endeavour to give as much notice as is reasonably possible. The Pre-School reserves the right to offer replacement sessions in lieu of refunds.

### **Cancellation of reserved place**

- Half a term's notice is required of a child leaving Pre-School or reducing/cancelling their sessions, otherwise you will be charged for those sessions.
- Where sessions are 'swapped', the notice period for reduction/cancellation of sessions will only be enforced where it impacts upon ratio and staffing costs.
- We will endeavour to accommodate any changes or addition of days within 1 week of the request, this is to allow for alteration of our staffing.
- Please email our manager, Natalie Taylor if you wish to increase, decrease or change your sessions.

### **Difficulty Making Payment**

The pre-school will be sympathetic to parents/carers who are having or who anticipate having difficulty in paying and it may be possible to arrange an individual payment plan. However, this must be negotiated between the Pre-School Chair/Treasurer, Manager and Parent/Carer in advance. Any family in this situation should contact the Manager or Chair/Treasurer at the earliest opportunity to arrange a confidential meeting. Any information will be treated in the strictest confidence.