

## **Fees Policy**

At New Beginnings, we understand that the cost of childcare may seem expensive to parents / carers and therefore we continue to strive to be the most affordable local nursery; however, providing a high quality, safe and stimulating service for children is not cheap.

To ensure continued high standards and sustainability of the setting we ask parents and carers to comply with this policy in respect of the fees payment. Childcare fees are invoiced monthly or weekly. Monthly invoices must be paid by 27th of each month and weekly invoices latest by Friday, unless other arrangements have been made with management.

When you register your child, the Manager will ask parents/ carers to confirm which payment option they will take and check to ensure they have understood it. The level of fees will be solely set by the Nursery Director and reviewed periodically every September in line with rise in inflations, National Living and Minimum wages and in the light of the nursery's operational strategy as well as any other broader or social considerations deemed relevant.

Fees are payable **only** in advance, either weekly or monthly. If you chose to pay monthly, then fees payment by transfer, standing order or vouchers are due on the 27<sup>th</sup> of every preceding month, if you pay weekly then the fees are due latest on the Friday before care is required.

### **Offer of Nursery Place**

Once you have been offered a place at the Nursery, you will be required to sign a Parent/Carer Contract with the nursery. Once this is received you will be invited to a settling session for your child at a mutually agreeable time.

### **Settling In**

Parents will not be charged during the Settling in period, which is up to 3 sessions. The first two sessions will last for one hour per session at 10.00 am – 11.00 am. or 1:00pm – 2:00pm. The third session will involve your child having lunch with the other children. This session will start at 11:00am and end at 1:00pm.

### **Paying Nursery Fees**

Your child's first week or month attendance fees must be paid in advance before their first day of starting nursery. We accept **Direct Debit, Standing Order and Vouchers** as the main ways of paying the nursery fees. The Nursery Bank account details are in the Parents Information Pack or can be obtained from the Nursery Manager. Fees should be paid either:

- ❖ **weekly, on Friday or before the Monday of each week**
- ❖ **monthly, on or before the 27th of every month**

The **monthly fees** are calculated by multiplying the weekly fees by 52 weeks / year and then dividing by 12 months/ year to obtain an equal monthly fee amount.

E.g. full time fees for a baby will be calculated as below;

£180 x 52 weeks = £9,360.00, divided by 12 months = £780.00 pcm.

***Our bank account is held with NatWest Bank and the details are:***

- Account name: **Lilyrose Ventures Ltd.**
- Sort code is 60-60-05
- Account number is 52671925

***\*Payments by Cheque / Cash will only be accepted temporarily and in limited circumstances\****

Cheques should be made payable to **Lilyrose Ventures Ltd.** This should be placed in an envelope and the child's name, DOB, and enclosed amount stated on the envelope.

### **Non-payment of fees and Arrears**

All fees and vouchers not received by the 27<sup>th</sup> of the preceding Month, or not received within a week of this date will be deemed late.

Should a parent/ carer have problems paying their child's fees on time they should communicate in confidence to the Nursery Director ([ruth@newbeginnings-nursery.co.uk](mailto:ruth@newbeginnings-nursery.co.uk)) who will then come to an agreement with them as to how their child can continue at the nursery while they sort the fees out. If an arrangement has not been made, then the following procedure will apply:

### **PROCEDURE:**

Childcare should be paid for in advance to secure the child's place and allow for staff planning in accordance with OFSTED regulations.

Any account falling into arrears will trigger the following procedure:

- ❖ If weekly or monthly payments are 1 week late, a Late Reminder Invoice (LRI) will be issued, and you will additionally incur a £5.00 or £20.00 charge for late payment.
- ❖ If this fails a letter will be issued informing that if account is not paid in full by month ending the account arrears will be passed to a Debt Collection Agency and the child will be unable to attend nursery.

Any child leaving the setting with outstanding fees will trigger the following procedure:

- ❖ To give a last opportunity to settle an account the parent / carer will be informed of the date that information will be passed to the Debt Collection Agency.
- ❖ If the account is not settled it is out the hands of the setting, and all payment plus any additional charges by the debt collection agency will have to be paid to them.

***New Beginnings at Park Spring thanks all parents and carers for their understanding and will do all that it can to avoid the above situation.***

### **Notice of Withdrawal**

If you wish to withdraw your child from the nursery, a minimum of **four – weeks notice** must be provided in writing to the Manager or Nursery Director. You may do so also by sending an email to [info@newbeginnings-nursery.co.uk](mailto:info@newbeginnings-nursery.co.uk). Failure to do so will result in the full payment being charged for.

### **Childcare Vouchers**

The nursery participates in the Childcare Voucher Scheme. If your employer participates in this scheme and you wish to pay your Nursery fees this way, please contact us. We accept Childcare Vouchers from all the financial organizations, including Accor, Care4, Busy Bees, Fidelity, You at work, etc. Ask us if you have vouchers from another source.

### **Nursery Holidays and Closures**

We are open all year round. The Nursery is **closed for Christmas week, all Bank Holidays and two Staff Training Inset days** per year. Parents/ Carers will be given advanced notice of these closures. **Fees remain payable throughout closure periods.**

### **Fees during Absence**

If your child is absent from the nursery due to sickness or holiday, the full fees must be paid for the place to be kept. If the sickness or holiday absence exceeds two consecutive weeks, a **half – week fee** will be charged for each week starting from the **third** week of absence.

### **Term Time Attendance**

From September 2017 for term-time only attendance, a retainer fee equal to 50% of the child's weekly fee will be added to their annual fee total; this will ensure that the child's regular attendance pattern and space will be guaranteed all year round. If your child attends only at term times the nursery will charge an additional retainer fee to keep their place open during the holidays. Your retainer is approximately 50% of your weekly fee multiplied by the number of holiday weeks. This will be added to your termly fees to arrive at your total annual fees.

### **Emergency Closure**

In unavoidable and exceptional circumstances, such as notifiable infection or consequential damage following a fire or other disasters, it may be necessary to close all or part of the Nursery at short notice, if this happens, it is not the nursery's policy to refund fees in such circumstances.

Policy revised March 2017