

## CHARGING POLICY

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### Policy Statement

Snowy's Nursery and Pre-school provides high quality, affordable childcare and is accessible to all children and families within the local community. This policy aims to ensure that fees enable and reflect the safe and stimulating environment the setting provides for the children and the continued high standards and sustainability of the setting.

### Sessions and Fees

Snowy's provides sessional childcare term time only (38 weeks per year) Monday to Friday 8.45am to 3.15pm. We operate extended hours on two days per week from 8.30am to 4pm. We also offer an optional lunch club between our morning and afternoon sessions. If you would like your child to attend, you will be required to pay an additional fee (to cover staffing costs) and provide your child with a packed lunch.

Sessions are requested on registration by parents completing an application form and are confirmed as booked on receipt of the registration form and payment of the non-refundable one-off registration fee.

We are only able to accommodate children in sessions where there is availability within staff:child ratio. We have a maximum number of 28 children per session. If there is no availability for your preferred session, we will offer other available sessions as an alternative.

### Funded Childcare

- All 3 and 4 year olds are entitled to free education and childcare funding following the term after their third birthday. They are entitled to 15 hours a week over 38 weeks.
- Some 2 year olds are eligible for 15 hours childcare funding if parents are in receipt of certain benefits.
- Eligible working parents of 3 and 4 year olds are entitled to 30 hours a week free childcare per week over 38 weeks.
- Parents/carers must apply online for this additional funding via the HMRC Childcare Service website and provide Snowy's with an eligibility code before the start of the term to be funded.
- Government funding is intended to cover the cost of 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of consumables, additional hours or services. The free entitlements will be delivered consistently so that all children accessing any of the free entitlements will receive the same quality and access to provision, regardless of whether they opt to pay for optional hours.
- We can provide help to parents/carers who have any difficulties in accessing the funded entitlement.
- All sessions are offered subject to availability and we reserve the right to limit the number of 30 hour 'Extended Entitlement' funded places we offer. Any sessions not covered by funding will be charged at Snowy's normal rate.

### Invoices and Payment

Invoices will be issued half-termly and payment must be made by the end of the preceding term to guarantee your child's place. The payment date will be specified on the invoice.

A consumables and additional services fee is charged per half day session (3hrs) for all children attending the setting who use the free government funded hours. This will be invoiced on a half termly basis. If you pay for all or part of your child's sessions, you will not be required to pay the consumables and additional services fee for those sessions.

The consumables and additional services fee will be reduced 50% if a child qualifies for a sibling discount (i.e. 50% discount for the second child attending Snowy's at the same time as their sibling). This charge is also waived for parents in receipt of the Early Years Pupil Premium (EYPP).

There is a non-refundable one-off registration fee on enrolment to secure your child's place.

Ad-hoc sessions can be booked (written confirmation required) if sessions are available. The sessions will be charged at the usual session price and the invoice will be issued and will require payment within 7 days.

### **Late Payment**

Late payments will be charged at £5 per day on sums remaining due and outstanding. We will always remind you that a payment date is approaching. If you miss a payment date you will be sent a reminder and charged the late payment fee of £5 per calendar day until the invoice is paid. If after 4 weeks the invoice has still not been settled, we will stop providing childcare until the debt is cleared. If after another 4 weeks the debt has still not been cleared, we will take court action to recover the debt.

### **Review of fees**

Fees will normally be reviewed annually. However, we reserve the right to review and amend our fee structure and/or Terms and Conditions at any time. Parents will be notified in writing at least 4 weeks in advance of any change or increase in fees.

### **Late Collection Charge**

We politely request that parents collect their children punctually. A Late Collection Fee will be charged in the event that a child is collected late.

All parents will be given a five-minute grace period on late collection of their child (although if this occurs more than three times, the fee is then charged). If a child has not been collected within five minutes after the session has ended (i.e. by 11.50am, 12.20pm or 3.20pm), then a £10 charge will be levied and for every ten minutes thereafter, until such time as the child is collected.

### **Sickness and Other Absence**

If your child is absent due to illness or holiday, session and lunch fees will still be payable. There will be no refund for sessions. Any planned or unplanned absence should be reported to the office. When there is a trip out, fees are still payable and will not be refunded due to ongoing overhead costs. Refunds will only be given in exceptional circumstances at our discretion.

### **Inclement Weather**

In the event of adverse weather, we will endeavour to open the setting as normal. However, if we are not able to open or open with reduced hours, full fees will still apply and we are unable to offer any refunds. We will look to offer alternative sessions, if available.

### **Help with paying for your childcare**

Whilst we must be serious about the collection of fees, we understand that sometimes parents may

experience difficulties in paying. We review support on an individual basis and if the invoice value be in excess of £500. Please contact us as soon as possible if there are any difficulties so we can try to maintain your child's place.

### **Childcare tax credits**

We accept payment via the government's Tax-Free Childcare Scheme. If your child is not yet eligible for the free childcare entitlement and currently paying childcare fees, please note that you could be entitled to Childcare Tax Credits based on your income. For more information visit [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits).

### **Childcare Vouchers**

We accept childcare vouchers direct through employers if there are no financial or administrative implications to Snowy's. If you wish to use Childcare Vouchers, please contact the office.

### **Withdrawal from the setting**

A minimum of 4 weeks' written notice of your intention to withdraw your child(ren) from the setting must be given. You will be charged for your child's sessions during the 4 weeks notice period. If your child is in receipt of Early Education Funding, we reserve the right to charge for hours during the notice period for which we are unable to claim funding.

### **Increasing your child's sessions**

We require 4 weeks' notice, in writing, of your intention to increase your child's sessions, however we will do our best to accommodate this (if spaces are available) as soon as possible.

### **Reducing your child's sessions**

We require four weeks' notice, in writing, of your intention to reduce the number of sessions your child attends. You will be charged for your child's booked sessions during the 4-week notice period.

### **Links to Other Snowy's Policies and Procedures**

- Admissions Policy
- Data Protection Policy
- Uncollected Child Policy

### **Legal Reference and Context Including Web Links**

- [2 year old early education - Schools \(norfolk.gov.uk\)](http://norfolk.gov.uk)
- [3 and 4-year-olds early education - Schools \(norfolk.gov.uk\)](http://norfolk.gov.uk)
- Government Childcare Schemes: [Tax-Free Childcare - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- Norfolk County Council Free Childcare and Learning: <https://www.norfolk.gov.uk/childrenand-families/childcare-and-early-learning/free-childcare-and-learning>