



Fees Policy

Help with Childcare Costs

You could be entitled to help with the cost of your childcare for example through Tax Credits, Childcare Vouchers or through the Tax Free or Funded Childcare government schemes. Find out more information and which option(s) may be suitable for you here: <https://www.childcarechoices.gov.uk/>

Please refer to our **Funded Hours Policy** for details of how we deliver funded hours sessions within our setting.

Contract

Before care sessions can commence, you will be required to sign a contract (service agreement) detailing the agreed session days and time.

The contract (service agreement) will also include information regarding charges out-with contracted sessions, holiday entitlement, additional costs, special arrangements, payment and review dates.

Hourly Rate

Our hourly rate is **£4** per child. All contracted hours must be paid for in full regardless of attendance.

Opening Hours & Holidays

Rookies Day-Care Monday to Friday from 8am to 5.45pm.

Closed May Day holiday and two weeks at Christmas and New Year. Actual dates will be announced/communicated via newsletters/verbally etc on an annual basis.

Full fees remain payable for any occasional days off or holidays you wish to take without 4 weeks full notice. Please let us know as soon as possible about any holidays or planned days off so that we can plan our schedule appropriately.

Absence/Illness/Unexpected Closure

Should your child be absent due to illness, full fees will still apply.

If we have to close our service for any reason, then fees will not apply. Any overpayments will be deducted from your next invoice.

Additional Hours

Should circumstance or emergency arise where you require care for your child out-with our contracted hours, please contact us as soon as possible. We will always try to help where we can so long as we have a place available and can accommodate your child within ratios as determined by **The Care Inspectorate**. You will find our permitted ratio information displayed on our registration certificate **on our noticeboard or online on the care inspector website**.

Session Changes

Should your personal circumstances change which alters your childcare requirements please talk to us as soon as possible so that we can look to amend our childcare contract. Depending on our availability, we may be able to

accommodate additional hours or make changes to days/session times.

Please note that a least 4 weeks written notice is required for a reduction in hours or for termination of the contract.

Late Collection/Early Drop Off

An additional charge of **£5 for every half hour** will be applied at our discretion for continued early drop offs and/or late collection. The importance of dropping off and collecting your child on time is explained in detail in our Dropping off and Collection Policy.

Making Payment

Payments can be made by cash, bank transfer, or through a childcare voucher provider. Details of how to make payment can be found on your invoice.

Late Payment

We would be grateful if you could ensure prompt payment of fees. If payment has not been received within seven days of the due date, we will politely remind you what is due. If after fourteen days payment has still not been received, we reserve the right to charge a late payment fee to cover the cost of any bank charges we incur and added administrative work, due to late payment. Please be aware that your childcare place is at risk if payments are not kept up to date. You can refer to our Late Payment of Fees Policy for further information about late payments.

Termination

We reserve the right to terminate a childcare contract immediately in the event of a behavior that endangers the safety of others, the unsuitable behavior of parents/carer's, or the non-payment of fees following the late payment of fees procedure. Four weeks written notice must be given by either party to terminate the contract under any other circumstances.

Delivery of Funded Sessions

Funded sessions can only be delivered within the settings established funded times. Any additional hours of care required will be charged at the rates detailed in your childcare contract.

Absence/Illness/Unexpected Closure

Any funded hours missed due to absence or sickness cannot be carried forward. Full fees will still apply for any additional hours agreed as per our childcare contract.

Sessions unable to be delivered due to unforeseen closure, will be carried forward and alternative sessions/days will be offered. Only one substitute will be offered, if it is not suitable, then you forfeit the funded hours.

We understand that from time to time unforeseen circumstances may arise that adds financial pressure to a family. If you have any difficulties paying your fees, please speak to the manager, in confidence, immediately.

If you have any questions regarding this policy or any concerns regarding payment or the terms of our childcare contract, please do not hesitate to discuss them with the manager.