

Fees Policy

At Greenwoods Nursery, 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 the end of each month, unless other arrangements have been made with management.

We offer two types of contracts, term time only and full year. When you register your child, the Manager will ask parents/ carers to confirm which contract option they will take and check to ensure they have understood it. The level of fees will be solely set by the Manager and reviewed periodically every January 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. Increases may occur but only once per year,

Offer of Nursery Place

Once you have been offered a place at the Nursery, you will be required to sign a booking form and make payment of the deposit (£50.00). Once this is received, should we have you will be invited to a settling session for your child at a mutually agreeable time. We also require completion of a Registration form/Contract with the nursery, both parents need to sign all permission or indicate on the form if permission is not granted. Please sign the declaration at the end of the document, following the terms and conditions.

Settling In

Parents will be charged during the settling in period. We are flexible with settling in and we will accommodate your requirements where possible. We ask for this to be at least two weeks prior to your child starting, sometimes more to ensure they are happy before they attend their normal hours. We slowly introduce meal times, bottles and nap times to ensure they are fully settled.

Your child's settling sessions will be added to your invoice, which you will receive through our admin system Family. Invoices are payable in full within two weeks of receipt unless you have previously arranged a different date in line with your pay date. If this is not adhered to, we will add £20.00 late fee to the total. **If no contribution has been made after an additional week, a further £20.00 will be added to the outstanding balance. If this is still outstanding when we issue the next month's invoice, we reserve the right to refuse admission.**

We accept cash, cheques, Direct Debit, Standing Order and Vouchers as the main ways of paying the nursery fees. The Nursery Bank account details are included in the welcome pack or can be obtained from the Nursery Managers.

Our bank account is held with Santander and the details are:

- Account name: Greenwoods Nursery Ltd
- Sort code: 09-01-29
- Account number: 63869897



Cheques should be made payable to Greenwoods Nursery. This should be given into the office.

Should a parent/ carer have problems paying their child's fees on time they should communicate in confidence to the Manager (gwnursery@hotmail.com) who will then come to an agreement with them as to how their child can continue at the nursery while they sort out the outstanding balance.

Invoice system: Family

We use a system called Family to invoice and hold information on and about you and your child. We ask you to download the app into your phone or laptop, where you can see your balance. Your invoices will be sent electronically to your email address. Any errors or missing information from your invoice please let us know via Family or email (gwnursery@hotmail.com) and we will amend. We ask you to check and keep us updated to ensure you receive the invoices. If you have not received these please inform a member of Management.

Deposit refund

When your child leaves the setting and if all fees have been paid up to date, this will be returned to you via bank transfer. You will be asked to provide your bank details so this can be processed.

Late collection/pick up:

If you are running late please call us to inform us how late you will be, however charges will be incurred as follows: We understand sometimes circumstances are taken out of your control, we do however want you to adhere to your child's booked times.

Early drop off or late pick up you will be charged as follows:

Timings	During normal hours (7.30-5.45)	Before or after normal hours
Up to 15 minutes	£5.00	£10.00
15-30 minutes	£10.00	£20.00
30 minutes +	£15.00	£30.00
1 hour	£25.00	£40.00

**please note these charges are per child*

Notice of Withdrawal

If you wish to withdraw your child from the nursery, a minimum of eight weeks notice must be provided in writing to the Manager. You may do so also by sending an email to gwnursery@hotmail.com Failure to do so will result in the full payment being charged for.

Childcare Vouchers

As from October 2018, the usual voucher schemes will no longer be available for new parents. You can however use a government scheme (TFC) where they pay £2.00 for every £8.00 you spend. We ask that you inform us when setting the vouchers up and let us know the voucher code to ensure we can match the payment to your Family account.

Please find below a link you may find useful.

www.childcarechoices.gov.uk



Nursery holidays and closures

We are open all year round, except for bank holidays and two weeks at Christmas. Parents/ Carers will be given advanced notice of these closures. Throughout closure periods parents/carers are not charged.

Fees during Absence

If your child is absent from the nursery due to sickness the full fees are payable. Depending on the severity of your child's absence or if the sickness exceeds two consecutive weeks, please discuss this with Management as it will be reviewed on an individual basis.

Term Time Attendance

For term-time only attendance, a retainer fee is charged at £10.00 per week during the holidays. This is to ensure their space is kept available during the holidays. You are welcome for your child to attend during these holidays to cover the cost of the retainer fee, we do however ask that you request days / hours and you will receive confirmation from us if this is possible.

Once your child receives government funding at the age of 3, then no retainer fee is charged.

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 was adopted on: August 2022

Management signatures: *Anna Bevan*

Jessica Newman

Date to be reviewed: August/ September 2023