

Fees Policy



Childcare Happy Days understands that the cost of registered childcare may seem expensive to a parent. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of our setting, we must ask the parents to respect our policy in terms of fees. We value the relationship with parents/carers and will be sympathetic towards any difficulty in paying their child's fees. However, we are unable to function effectively without these payments.

If fees are not paid I am within my rights to immediately terminate the contract (this is stated in our Terms and Conditions document) and take legal actions to recover unpaid fees. Legal action might affect your credit rating in the future.

Retainers...

- A retainer may be charged if a childcare place is immediately available but the child's parent does not want to take the place until sometime in the future when they are ready. Retainers are to keep **unless** the place is not available when the parent wants it, in which case the retainer must be repaid in full. We do not charge a retainer for an unborn baby.

Deposits...

- Deposit of two weeks fees is required to secure your child's place, once a start date is confirmed.
- The deposit is retained until the end of the contract and used in payment (or part payment) of the final months' invoice. It may also be used in case of non-payment of fees (including accrued overtime or late fees) by parents.
- The deposit will be refunded in full if all contractual obligations are met.
- If a place becomes unavailable or the terms are changed, we will refund the full deposit.
- If the parent decides they do not want the place, the deposit won't be refunded.
- If the contract is changed the deposit will be adjusted.

Registration fee...

- We require £15.00 registration fee to cover the paperwork cost and child's personalised book bag. The registration fee must be paid once the Contact is signed. This fee is one off payment and is non-refundable. Could be paid by cash or bank transfer.

- **Settling-in sessions**

- We offer 3 x 1 hour free settling-in sessions to see how the child settles. These sessions are an important part of a child's transition into our care. If parents would like to book further short settling-in sessions, they will be charged at £6.00 hourly rate and should be paid in advance.

Settling in period

- We offer 2-4 weeks settling-in period. This allows us to find out more about the child and their family.
- We reserve the right to ask parents to bring their child for further settling in sessions if the child does not seem to be settling in well.
- During this period the contract can be immediately terminated by parents or childminder without prejudice.
- Parents please note that all booked settling in sessions must be paid for in advance at the normal daily / hourly / weekly rate.
- We reserves the right to extend the settling-in period if this is felt to be in the best interests of the child or family.

Funded sessions

- We are registered with our Local Authority to provide the 15/30 hours free funded sessions for children aged 2, 3 or 4. We have separate policy where we discuss in details how the 15 /30 hours are delivered. Please have a look at our Free Early Years Entitlement Policy.

Fees

	Hourly fee	Daily fee
Attending 5 full days a week	£ 5.50	£ 55.50
Attending less than 5 full days a week	£ 6.00	£ 60.00
*We require minimum of one full day attendance per week. Full day is based on 10 hours attendance.		
	Hourly fee	
Before school session	£ 6.50	
After school session	£ 6.50	
*We require minimum of two hours charge for before school session and minimum of three hours charge for after school session.		

What do our fees cover?

The fee you pay covers a multitude of different costs, some more obvious than others. Here is a list of just a few.

- The personal care and supervision of your child (most important!)
- Breakfast, morning snack, lunch, afternoon snack and tea
- Toys, educational and craft materials
- Activities in and outside the setting

- Daily Diary Book
- High Vis Vests
- Childcare and safety equipment including first aid supplies
- School pick up/drop off service

Calculating fees

- Parents can chose their child's attendance in suitable time for them but within our working hours. For example (7am-5pm, 7:30am-5:30pm, 8am-6pm, 8:30am-6:30pm)
- The daily fee is fixed. For example if the child is booked from 8am to 6pm and parents bring their child at 9am, full daily fee will be charged. If parent collect their child at 4pm full fee will be charged.
- Any additional sessions are billable at the end of the month.
- Casual sessions may be available on request, subject to availability.
- Sessions cannot be swapped, any extra sessions will be charged.
- When our setting is closed due to holiday, illness, occasional days ect. the fees are not payable. Normally our setting closes two weeks around Christmas. One week around Easter and two weeks in summer. Parents will be informed at least one month in advance of any changes in our working hours and opening time.
- When our setting is open the fees are payable. This means if your child is not attending due to illness, family holiday, parent occasional days off ect. the fees are still payable.

Additional charges...

Early arrival / late collection

- Is charged at £6.50 per 15 mins.

Bank Holidays £ -

- We are open as usual in most Bank Holidays and fees are payable in full. If by any reason we won't be open parents will be informed at least one month in advance and fees won't be payable for the stated days that the setting will be closed.

Booked overtime £ -

- Is charged £6.50 per hour from 7am-7pm.
- Unsociable hours (before 7am and after 7pm) are charged £10 per hour.
- If parents would like to book overtime we ask for a notice period of at least 24 hours in advance.
- If there is no notice given, parents will be charged as early arrival or late collection which is £6.50 per 15 mins.

Additional days£ -

- Are available and are subject to availability. Additional days are charged at our normal daily fee.

Extra expenses

- Extra expenses will normally be agreed in advance. However, this is not always possible. Expenses might include ice creams when we are in the park, sun cream if not supplied by parents, emergency supplies of nappies or baby food etc. Payment will be requested on the next invoice.

Collection / drop off fee –

- We provide school pick up and drop off to and from Bandon Hill Wood Fields School only. The pick/drop off service is included in our fee for before/after school session.
- We also provide pick/drop off service from home. Our fee is £6.50 per pick up or drop off.

Outings –

- The cost for any outings such as food, petrol, travel cost ect. is included in our hourly/daily fee. There might be additional charge for some outings such as visit the zoo, farms ect. which requires tickets for the children. All outings will be discussed with parents in advance in terms of if they agree to pay additional costs.

Paying fees

- Invoices are send out to parents by email monthly.

Payment options

- We accept Bank transfer, cash, vouchers or a combination of these methods.
- We cannot refund voucher payments because of tax implications - if an overpayment occurs parents will need to adjust the amount they pay.
- Parents are responsible for the payments. If tax credits, Tax Free Childcare or voucher payments are late, parents should make the payment from their own account.

Payment date

- All payments must be made in advance. The fees are payable monthly or weekly. Monthly fees must be paid at least one month in advance, by the first working day of the month. Weekly fees must be paid every Monday.

Late payment/ Non-payment of fees procedure

*Late payment of fees is taken extremely seriously and represents a breach of the responsibilities under the contract. Late payment charge of £5.00 per day will be applied.

1. After one week of non-payment or late payment, you will receive a verbal or email reminder of the contract.
2. After two weeks of non-payment, we will suspend the childcare place, and children will not be allowed to come into our setting until the fees are paid in full. Fees will still be applicable during the two weeks our setting suspends the place.

3. If the fees are not paid in full after four weeks, we will terminate the contract and send a letter to confirm this.
4. We reserve the right to seek legal advice. All costs incurred in the collection of unpaid fees including administration costs and costs from using solicitors or debt collection agencies where needed will be recoverable in full.

Contract termination

- All fees must be paid in full before the contract is terminated.
- Contract termination must be in writing giving at least 4 weeks notice.
- The termination period does not include holiday days / weeks.
- The termination period is chargeable at the normal rate.
- If there are any outstanding payments, parents will be acting in breach of contract. In such an instance we reserve the right to seek legal advice.
- If any of the Terms and Conditions* or contractual agreements are broken the contract may be terminated immediately.

Please inform us if you have difficulties in paying your fees. We would much rather work with you to resolve the issues. Failure to meet payments will result in the termination of your child's place here.

Fees review

- Fees are reviewed annually with any changes implemented on the 1st September. We notify parents in writing at least 4 weeks prior to this so they have sufficient time to inform Tax Credits and update bank transfer or voucher arrangements

If you have any questions about my Policy / Procedures or would like to make any comments, please ask.

Help with childcare costs:

There are several ways in which you may be able to get help paying your childcare costs. The Family Information Service in **Sutton** can provide advice about this. You can contact them on 020 8770 6000/ Email: familyinfo@sutton.gov.uk Website: www.sutton.gov.uk/familyinfo

Tax credits / Universal Credit) might pay a percentage of childcare costs, depending on joint family income. Some families are also eligible to apply for Tax Free Childcare including self-employed families – from early 2017. Further advice can be found here - <https://www.gov.uk/help-with-childcare-costs> If parents need help with claiming Tax Credits or other benefits (letters writing, confirmations of invoices / amounts charged etc), they should let us know.

Information about Tax Free Childcare can be found here – <https://www.gov.uk/government/news/tax-free-childcare-10-things-parents-should-know>

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