

FEES & PAYMENT POLICY AND PROCEDURES

- The setting is open all year round, closing only on weekends, bank holidays and during the Christmas period. Therefore, you will only be charged for 51 weeks of the year. You will be charged on a monthly basis, in advance. The invoice period runs from the first Monday of the month to the last Friday of the month. You will receive an invoice on or around the 20th of every month and you will need to make payment no more than 8 days later (this is usually the 27th). The payment date will be on your invoice. All monies must reach our account no later than this date or a late payment fee of £8 per day will be added to the following months invoice.
- Your contracted times are charged by the half hour. I.e. if you arrive at quarter to the hour, you will be charged from half past. If you collect at quarter past the hour then you will be charged from the hour.
- Standing order is the preferred payment method. However, we do accept the following:
 - childcare vouchers - These **must** be released on the day you receive the invoice as it takes 3-5 working days to clear into our account.
 - Cash – You must bring in the correct amount as we do not hold change on site.
 - Tax free childcare – see www.childcarechoices.com to find out more information.
- **A non refundable deposit of £60** will be required on registration to secure a place for your child. **One full month's fees must be paid upfront before your child starts their hours.**
 - On registration, we will discuss with you the terms of your contract. You will be placed on a minimum hour's contract and you will be asked to pay for these hours upfront. Any additional hours or extras (food/activities) will be charged on your next invoice, in arrears. Your contract will then be worked out across the year – hours per week x 51 weeks/12 x hourly rate = your monthly amount.
- A 10% sibling discount will be applied for any additional children within the family, except for where one or more children receive government funded sessions or any other discount.
- A discount of 15% will be applied to fees if a child is attending the setting for more than 35 hours per week.
- **Fees are due regardless of your child's attendance.** This is because you are paying for a nursery place which we cannot fill if your child is on holiday or sick. A 50% reduction of fees is available for term time only places
- **Hours/days cannot be swapped around short term.** You can however, add days or hours providing we know in advance. The same applies for set hours during the day; you cannot ask to start earlier if you need to collect earlier. You will be charged for the earlier start time. Changes long term need to be discussed with a member of management and **2 weeks written** notice must be given which will be taken from the date we receive the letter not from the date on the letter.
- **Extra charges**
 - Food is provided throughout the day at a charge of £2.50 for non funded children which can include breakfast (between 8am & 8.30am) snacks, drinks throughout the day, a hot meal at lunch time and a high tea in the afternoon. This is compulsory.
 - Funded children will have a breakdown in costs and can be charged for the following:
Breakfast £1, Snack £0.50, Lunch £1.50, Dinner £1
This is voluntary and you may bring in your own food if required however, you must adhere to our healthy eating policy and must not bring in nut products, sweets or

chocolate bars. Snack must consist of cut up fruit. Please see our funding policy for further funding information.

- Swimming is charged at £2.50 (optional)
- Hartbeeps is charged at £3.00 (optional)

These charges will be added to the invoice at the end of the month

- All parents **MUST** inform the setting if you are going to arrive earlier or later than the agreed time as this can affect our staff ratios. If you arrive more than 10 minutes earlier than your agreed start time then you will be charged for the half hour. If you are more than 10 minutes late collecting your child then the normal fee will be charged for the full half hour. If you arrive later than 6pm then you will be charged £10.
- Where parents are separated and a parent suggests that a fee due will be paid by the other parent, the parent is immediately reminded of the contracting parents regulations. The nursery will, of course, accept payment from the other parent, but if payment is not made on time it is the contracting parent to whom the nursery will turn to, in accordance with the contracting parent.
- In cases of a child's long-lasting illness, payment for the first and second week will be full, for any week after that it will be at the discretion of the nursery. A doctor's note about the child's health is necessary if the parents wish to have a discount for prolonged absence caused by illness.
- If you wish to **terminate the contract** with Mucky Pups Childcare you will receive a final invoice and **any outstanding fees MUST be paid in full before the child's last day** otherwise a late payment fee of £8 per day will be incurred until all outstanding fees are paid or your deposit will be retained to pay the fees. **4 weeks written notice must be given if you wish to terminate the contract and will only be accepted from the day we receive the letter and not by the date on the letter. Verbal notification will NOT be accepted.** Providing all fees are paid and up to date then you will be refunded your deposit.
- **Weekly payment terms**
 - Weekly payment terms are not offered as a rule. However, if you are unable to pay monthly it is at the proprietor's discretion as to whether you are offered to pay weekly.
 - If you are offered to pay weekly you must pay on the same day of the each week
 - You cannot reduce the payment. It must be the same agreed amount each week
 - If the payment is not received on the agreed date then a late fee of £8 per day will be applied to the fee until the debt is paid and up to date.
- **Non payment procedure**

If services provided by Mucky Pups Childcare have been used and not paid for in accordance with the payment policy, the non-payment procedure will be followed to pursue all unpaid fees. **If the fees are not paid by the last day of the month, then your child's place will be suspended until the payment is made in full.** A late fee of £8 per day will be applied to each day that you are late paying (capped at £40). Continual late payment fees may result in the loss of the nursery place.

Mucky Pups Childcare will pass any further outstanding debt onto a debt collection agency to recover all unpaid fees which could result in court action and all costs incurred to reclaim the fees will be passed onto you.

If your circumstances change and you are unable to pay for the care provided, please see a member of management as soon as possible.