**Busy Bodies Child Care Centre Ltd**

**Fees and Payment Policy**

Busy Bodies Child Care Centre Ltd understands the cost of childcare may seem expensive to parents /carers. However, providing a high quality, safe and stimulating service for children is not cheap. In order 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.

Busy Bodies Childcare Centre Ltd charges an hourly rate of £4.50. Unlike other settings we offer total flexibility around the hours that you choose to use and therefore pay for. The majority of settings charge per sessions which means that sometimes you end up being charged for hours during the day that you do not need childcare. By being flexible you choose when you arrive and when you depart and this keeps costs down.

The level of fees will be solely set by the Nursery Director James Boddey and reviewed periodically in light of the nursery’s financial position, its future development plans and of any other broader or social considerations deemed relevant.

Monthly bills are worked out at the end of each month and sent to you via email. Please read through the bill carefully and if you have any questions do not hesitate to contact a member of staff. You then have the option to pay by BACS transfer or by cash or cheque at the setting. Cheques should be made payable to Busy Bodies Child Care Centre Ltd. Once you have made the payment you will receive a receipt via email.

**Term time only or all year places**

The majority of the children and families only attend the setting during the term time / funding weeks. During the school holidays we are open but funding stops during these weeks. You are more than welcome to attend during the school holidays, just let a member of staff know that you would like your child to attend.

**Nursery Holidays and Closures**

We are open all year round accept the last week of the summer holiday, the week between Christmas Day and New Years and all bank holidays. When Busy Bodies is closed you will not be charged.

**Fees during Absence**

If your child is absent from the nursery due to sickness or holiday, the full fess must be paid for the place to be kept. This is also due to the fact that staff still need paying and other bills remain even in your absence.

**Emergency Closure**

In avoidable and exceptional circumstances, such as fire or extreme whether then the nursery may been to close at short notice. If the nursery is closed for this then you will not be charged.

**Funding Available**

There are a number of funding options to help parents/carers with childcare costs.

* Childcare Vouchers

Childcare vouchers are one of the ways in which employers can help their staff with the cost of childcare.

* Tax Credit

Tax Credits are provided by the Government to help Parents/Carers with cost of childcare. The amount available through tax credits is dependent on individual circumstances.

* Nursery Education Grant

Nursery Education Grant (also known as Free Education) is available from the term following your child’s third birthday. In some cases (if you are on income support) you can be eligible for Free Education from your child’s 2nd birthday. This entitlement provides 570 free hours per year. The Nursery is using stretched offer (ask at office).

**Late Payments**

It is very important that payments to Busy Bodies are kept up to date and that parents / carers do not get behind with their payments. We aim to be flexible and unlike a lot of early years settings we do not ask for payments upfront.

Our procedure for late payment is:

Step 1 - Three working days after a due payment has not been received the Deputy Manager or Manager will contact the parent / carer to determine reasons why. A message will be left on an answer phone if we are unable to get through requesting that they call Busy Bodies.

Step 2 - Five working days after the due date a letter will be sent suspending the child / children's place. Receipt of the letter will be taken as two working days after the date of posting.

Step 3 - Ten working days after the due date of payment and it has still not been received a letter will be sent notifying termination of the child / children's place at Busy Bodies.

Step 4 - we will contact our Solicitor and they will get in contact with you about collection of the debt, this could range from Bailiffs or attending court.

Please note that if your child receives the free education vouchers then they will not be excluded from Busy Bodies but they will only be able to attend the education hours until payment has been made.

We do understand that sometimes things go wrong and payments are not made on time. We want to help parents / carers whenever possible. It is important that you contact us if you know that you will be late making your monthly payment. If you telephone us and explain to Laura or James the issues we will review each situation individually. We will try and work with parents / carers to bring the account up to date before the next payment is due. It is important to note that whilst things go wrong occasionally and that such instances we will work with parents / carers, would not be prepared to allow accounts to be paid late on a regular basis.

**Termination of Nursery Place**

If the child no longer wish to use the place, parents must agree to give one months notice of their intention to leave and should understand that they will be required to pay the fees due during the whole notice period

This policy and procedure will be reviewed annually.

Updated on ………………………………………….. By …………………………………………………………..

This policy has been read, understood and signed by all the staff.

Signed ………………………………………………….. Signed………………………………………………………..

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