

## Charges and Refund Policy

### Policy Statement

We want to ensure that all parents and carers are treated fairly and equally in respect of monies paid for services received.

We currently make a charge for our extended services provisions. We are not permitted to make charges for educational services that fall under the Free Entitlement for Nursery Education.

### We charge for:

- **Non Free Entitlement Sessions:** we offer 8 different paid-for sessions a day. Parents/carers choose which sessions they would like their child to attend. These are invoiced in advance, and payment is expected before placement begins. Payments are made on a monthly basis. In some cases payment can be made weekly, in advance. Depending on which session chosen, payment includes healthy snacks, breakfast, lunch or tea.
- **Meals:** for those attending the 9am-3pm Free Entitlement session, lunch is not included. An additional £2.50 will be charged if you would like it included, alternatively a healthy packed lunch should be provided.
- **Extra Hours:** we charge a £7 hourly rate for +3year olds and £8 hourly rate for 2yr olds for hours needed over and above existing sessions.
- **Late charges:** there will be an additional charge applicable for late collection of your child at the end of their booked session. This will come into effect if your child is collected more than 15 minutes after their session ends, and will be charged at the rate of £5 per child for each 15-minute period of lateness.

### Payment Policy

- **If your child is unable to attend a scheduled session for any reason, fees are still payable.**
- Sessions are not transferable and cannot be swapped.
- All deposits and fees are required to be paid by Cash/Cheque/Debit Card/ Bank transfer or childcare vouchers.
- **A month's worth of fees is required as a deposit prior to your child(ren) starting at the nursery.**
- Parents/carers will receive an **invoice at the beginning of each month.**
- **Bills/invoices are expected to be settled within 10 days of the invoice date.**
- Late payment of bills/invoice may result in your child not being accepted into the nursery until the bill/invoice is settled.

Parents/carers are not charged for settling in sessions, or when visiting the nursery.

### Refunds are made:

- Where an administrative error has been made
- When the nursery remains closed for in excess of three days in term time.
- In the case of overpayments by childcare vouchers (in this case, the refund

must be returned to the childcare voucher company, not direct to the parent due to PAYE implications)

- If the nursery has been able to fill a child's place after the parent has withdrawn their child, a refund can be offered for the second half term.
- If the nursery decides, in conjunction with the parent/carer/outside agency, that it is in the best interests of the child to end the placement, a refund will be made for the part month not used.
- A 50% refund can be made, upon request of the parent, for unforeseen circumstances that have prevented the nursery from opening (up to 3 days). This could include flood, snow, fire, terrorist attack, military coup, mechanical or electrical failure.

**Refunds cannot be made for:**

- Child's sickness
- Child's refusal to eat meals/snacks on some days
- Hospital appointments
- Holidays taken in term time
- Child/parent choosing not to come in some days
- Family days.

We regret that we are unable to offer refunds for the above, as in these circumstances we still need to be able to pay staff and keep the child's place at the nursery.

This policy is sent out with the parents/carers' first invoice and is available in our Policy folders in the office or on our website

This policy was adopted at a meeting of The Natural Nurture Nursery Management Committee held on the 10<sup>th</sup> February 2016