

PAYMENT POLICY

Note: throughout this policy, the term 'Funding' refers to Free for 2, universal Free Early Education and/or Extended Entitlement ('30 hours').

- There is a one off £10.00 Joining Fee for new children, added to their first invoice (excluding children that start with immediate Funding in place, accessing only those hours). This is to contribute to administration costs for the period of time the child is with us.
- Funding covers up to 570 hours per year (or 1,140 for Extended Entitlement). We offer this stretched over 48 weeks which equates to 12 (or 24) hours per week.
- Funding will be allocated first to sessions booked from Monday onwards. Any sessions booked over and above the funding entitlement will be charged for accordingly over 48 weeks per year.
- There is a shortfall of 6 (or 12) hours per year unpaid to us for the stretched funding offer which will be accounted for on individual children's Funding Trackers.
- Should a parent / carer fail to complete a Parental Declaration form for Funding they will become liable for the cost of any care provided.
- Should the Local Authority withhold payment of Funding for any reason e.g. fallen out of eligibility for Extended Entitlement, the child has previously been claimed for at another setting etc, then the parent / carer will be liable for the full cost of the care already provided and any future care.
- Children not claiming Funding will pay their fees during term time only unless they request otherwise.
- We have a shutdown over the Christmas and New Year period, and are closed for Bank Holidays (no charges apply). Some years there may be other shutdowns in line with Kent County Council's pre-determined term dates and/or staff training days (communicated via Term Dates).
- Current Fees will be communicated in our Welcome Pack and on our website. We may need to increase fees at times to allow for increasing costs. If this happens, you will be given at least 1 month's notice.
- Fees are higher for 2 year olds due to higher legal adult:child ratios.
- Invoices are generated on a termly basis (Autumn / Spring / Summer) and accounts must be kept up to date at the end of each month. Therefore, weekly payments are accepted.
- Failure to do so will result in a Late Payment Charge (20% of the outstanding balance), at Management discretion. After this, a minimum of one week's grace will be given to settle the debt before the place is withdrawn.
- Parents / carers may request a copy of a current invoice from any staff. Balance requests are only issued by the Office Manager which can be done via email.
- Payment is accepted via cash (correct money only), debit / credit card (charges may apply), BACS or standing order. Bank details can be found at the bottom of the invoice. Any cash overpayments are automatically credited to the next invoice.
- If a receipt is required immediately at the time of payment, the parent / carer will need to see the Office Manager. Otherwise, receipts will be issued and sent home via the child in due course. Receipts are not issued for 'Contactless' debit/credit card payments.
- We accept Sodexo, Edenred, Computer Share, Fideliti, Kiddi vouchers, Care-4, Childcare Plus, Enjoy Benefits and Co-Operative childcare vouchers, and are registered to accept Tax-Free Childcare payments.
- We offer a 10% Sibling Discount (for two or more siblings), attending the same sessions (not relevant for Funded children). Where siblings attend only some sessions together, then only those sessions will be eligible for the discount.
- If a parent/carers is late to collect without warning, there may be a Late Collection fee of £1.00 per child, per minute, after the closing time of the session. This is down to the discretion of the staff on duty.
- Fees must still be paid for any time off, such as for holidays, sickness or in any other situation when the parent/carers chooses not to send the child in whilst we are open. However, we do not charge for absence due to hospitalisation (if admitted for more than one night - evidence required) or immediate family bereavement.
- Should we be unable to open in an emergency (e.g. extreme weather or unforeseen circumstances), fees will not be charged. However, should closure be needed part way during a session, fees will still be chargeable.
- Should a child deliberately damage setting property, we may ask the parents/carers to cover the cost of repair or replacement.
- We require a minimum of one week's notice, in writing, of a child leaving.
- If a child leaves the setting with an outstanding account, and we do not receive full settlement within a reasonable time, we will pursue the debt through the Money Claim Online service.
- If a child is absent without notification for three weeks or more, we will automatically withdraw the place.

This policy was adopted at a meeting of Clocktower Childcare Ltd held on 30th August 2019. Latest date to be reviewed: 31st August 2020.

Signed on behalf of Clocktower Childcare Ltd:

J. Law

S. Wingham

L. Baverstock

Jane Law, Director

Sally Wingham, Director

Lara-Jane Baverstock, Director