

## PAYMENT POLICY

**Note: throughout this policy, the term 'Funding' refers to Free for 2, Free Early Education and/or 30 hours Free Childcare**

- There is a one off £10.00 Joining Fee for new children, added to their first invoice (excluding pre-school children that start with immediate Funding in place, accessing only those hours). This is to contribute to incurred administration costs for the period of time the child is with us.
- If a child receives Funding, this will usually be allocated to the first number of booked hours of the week (unless use of Out of School Club creates a more logical allocation). Any sessions booked over and above the funded hours will be charged for accordingly.
- 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. the child has previously been claimed for at another setting, the parent / carer will be liable for the full cost of the care already provided.
- Funding covers up to 570 hours per year (or 1,140 for '30 hours' funding). This equates to 15 (or 30) hours per week over 38 weeks (term time offer), or 12 (or 24) hours per week over 48 weeks (stretched offer). There is a shortfall of 6 (or 12) hours per year unpaid to us for the stretched funding offer, so we may close additional days during holiday periods to allow for this.
- We have a shutdown over the Christmas and New Year period, and are closed for Bank Holidays (no charges apply). Please refer to our Term Dates for any other closures that may affect you, such as Staff Training Days.
- Please see our Welcome Pack or website for current fees.
- We offer a selection of children's embroidered clothing (with our logo), in a variety of sizes. Current prices and stock availability can be checked in the office. Payment for this is required at the point of order or purchase.
- Invoices are generated on a termly basis, with an additional invoice for any Holiday Club bookings. Failure to meet the Payment Due date (30 days from the start of term) 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 After this, a minimum of one week's grace will be given to settle the debt before the place is withdrawn. Reminders are not necessarily issued.
- If an invoice is not received during the first week of term (sent home via the child), then parents / carers may request a copy from any staff member.
- 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.
- Weekly Payment Plans can be arranged with the Office Manager. Should there be arrears at the Payment Due date, the Late Payment Charge will apply and usual procedure followed.
- Payment Plans and balance requests are dealt with by the Office Manager only.
- Payment is accepted via cash (correct money only), debit / credit card (charges may apply), BACS or standing order. Our bank details can be found at the bottom of the invoice. Any cash overpayments are automatically credited to the next invoice.
- We accept Sodexo, Edenred, Computer Share, Fideliti, Kiddi vouchers, Care-4, Childcare Plus and Early Years Childcare Vouchers. We are able to register with additional companies should the need arise.
- If a child is booked into our care for After School Club, but also attends a school provided after school activity, the usual session will remain chargeable (from 3.00pm), unless the parent / carer requests to cancel the place with us. For Snodland CEP School, the parent / carer can arrange with the teacher to bring the child to us after their activity has finished. We are unable to accommodate any other after school activities that involve the dropping off or collection of children outside of the usual times, e.g. school discos or trips.
- We offer a Sibling Discount (for two or more siblings), attending the same sessions. This is 10% off the invoice total. Where siblings attend only some sessions together, then only those sessions will be eligible for the discount.
- Our fees charged are based on a child's age, in line with our statutory adult:child ratios and other factors. A two year old's invoice amount may alter mid term dependent on the date they turn three. A school child includes any child attending a primary school, who accesses our Out of School services.
- A non-refundable 50% deposit is required at the time of booking place(s) at Holiday Club. Once the place(s) is booked, you are liable for the full cost of the booking(s). Bookings will only be accepted with a completed Booking Form, or other written confirmation. The balance is due by the end of the Holiday Club.
- Fees will be reviewed annually on 1<sup>st</sup> July and any amendments put into place ready for the next academic year (September onwards).
- If the parent / carer is late to collect the child, 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, primary school staff development days (unless our Term Dates state we are also closed), or in any other situation when the parent / carer 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.
- Charges and opening hours for Out of School Club are determined by our own term dates. It is the parent's / carer's responsibility to check these against their primary school's term dates for any inconsistencies.
- 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.

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This policy was adopted at a meeting of Clocktower Childcare Ltd held on 8<sup>th</sup> May 2018. Latest date to be reviewed: 31<sup>st</sup> August 2019.

Signed on behalf of Clocktower Childcare Ltd:

*J. Law*

*S. Wingham*

*L. Baverstock*

Jane Law, Director

Sally Wingham, Director

Lara-Jane Baverstock, Director