

11.00 Changes to provision and fee increase policy.

11 Changes and fee increases.

General Information

We are a charity run preschool who are committed to providing a high-quality service to children and families. As we are a charity, we need to ensure that we cover our costs in order to provide this service. We aim to keep our fees at an affordable level and to offer the Early Years Free Entitlement as appropriate. However, we will regularly review our provision and fees annually to keep in line with government regulated increases, such as minimum wage, utilities, and the cost of living. We will give all carer givers 1 months' notice of any changes to the provision and any fee increases to ensure you are given adequate notice of any changes.

- We do not charge a deposit or registration fee for places. You will be asked to sign a Parent/Carer Funding Form once a term for the funded (free) hours.
- Free places are available under the Early Years Free Entitlement whereby children are entitled to 15 hours per week for 38 weeks per year free of charge (funded by Suffolk County Council) from the term after they turn 3yrs old.
- Parents can opt to use the 'stretched' offer if not taking the full 15hrs entitlement during term time. This means any unused hours can be 'stretched' to use in Holiday Club. If you would like more information regarding this then please speak to one of the managers.
- Any additional hours taken above the free 15 hours per week will be charged at our normal sessional rate.
- 30hr funding scheme. This scheme is only available to working parents of 3- and 4-year-olds. Terms and conditions apply. If you would like more information regarding this then please visit – <https://www.childcarechoices.gov.uk/>
- Some 2yr olds are entitled to funding the term after they are two if their parents are in receipt of a means tested benefit. (conditions apply). Children in receipt of DLA may also be eligible for 2yr old funding. (conditions apply). <https://www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/guidance-for-parents-and-carers/funded-early-learning-for-2-year-olds/> This will normally commence from the term after they turn 2yrs old.

Invoicing

- We invoice monthly in advance. Payments are requested to be made within 7 days.
- If payment has not been made within the 7-day period, we reserve the right to withdraw the space until the full balance has been made.
- If you are unable to make the payment within the 7-day period, please speak to the office manager to arrange a date. Please note that this is at the discretion of the office manager.
- We reserve the right to take legal action in the event of non-payment.

Absence

- We are unable to refund fees for absence due to your child being unwell and unable to attend the setting on the first day of sickness. However, if your child is absent for subsequent days due to ongoing sickness, then the subsequent days fees may be waived. Please be aware that this is at the discretion on the management. Please refer to the sickness policy for guidance on when and how long to keep your child home due to illness.
- We are unable to refund fees due to your child being unexpectedly unable to attend the session. However, if your child is absent for subsequent days due to an unexpected absence, then the subsequent days fees may be waived. Please be aware that this is at the discretion on the management.
- For planned absences due to trips and holidays we ask that you inform us of these 4 weeks prior to the beginning of the absence. This will allow us to change our staffing needs accordingly.

Extra Sessions or Hours

- Any extra sessions or time booked after the fees have been invoiced will be carried over to the next invoice the following month.

When withdrawing a child, or decreasing the regular days of attendance

- Fees that have been paid in advance are still non-refundable. The revised days of attendance will be applied to the following invoice. If a child is leaving the setting, any days already paid for are non-refundable.
- If you wish to withdraw your child from the setting, we ask that you give us 4 weeks' notice. If you are withdrawing your child in less than the 4 weeks' notice period, the fee's will still be due for the full 4 weeks. However, if we can replace the space with another child from our waiting list within the period the remaining weeks fee's will be waived.

Half term and school holiday Clubs

- Holiday Club fees are paid in advance, we will invoice you at the time of booking and request that payment is made within 7 days from Invoice.
- We sometimes can accept last minute bookings if places are still available. Payment will then be required on booking.
- Holiday Club Fees are non-refundable for any reason including sickness.

Payment

- We can accept payment via bank transfer, (details will be provided on the invoice) cash or childcare vouchers. We also accept payment from Tax Free Childcare accounts.

Fines for Late Collection (applies to all our sessions, including Holiday Club)

Session times are as follows:

Preschool AM 9am-12pm

Preschool PM 12pm – 3pm

After School Club 3/3.15pm – 4.15pm.

It is the carers responsibility to understand which sessions they have booked their child in to and to be aware of the end time of that session. If you are not sure, please ask a member of staff.

Fine schedule

- Up to 15 minutes late **£10.00**
- We will charge a further **£5.00 for every 15 minutes** thereafter.
- If you are late by one hour and we have not been able to contact you, we will then have to follow our **Uncollected Child Procedure**.(06.04)

Other Charges

- You need to provide a packed lunch for your child if they are staying all day or coming in at 12pm for the preschool PM session. Alternatively, you can order a hot dinner from us, supplied by Woolpit Primary Academy at a cost of £2.70. If you would like to book a hot meal, please let the office manager know, we will need to know the week before where possible.
- All snacks and drinks are provided free of charge; however, we ask the carers to pay an OPTIONAL snack fee of £1 per week. This is automatically added onto the invoice we send, however If you do not wish to pay this fee, please let the office manager know so we can remove it from your invoices moving forwards.
- School dinner is not available during Holiday Club

Discounts

- There is a 10% discount for siblings attending the same sessions. This applies to breakfast club, preschool AM, lunch club, preschool PM and After School Club. (The first child is charged at the full rate and any siblings receive the 10% discount.)
- We do not offer sibling discounts for Holiday Clubs.

Our Fees

Breakfast Club: 8am – 9am, **£6.00**

Preschool AM: 9am – 12pm, **£16.80**

Lunch Club: 12pm - 1pm, **£5.60**

Lunch Club is only charged for if your child is not doing the afternoon Pre-School session that day. If you child stays for both the Pre-School sessions in one day, then Lunch Club is covered in the Pre-School Fees. (or funded hours if your child receives funding).

Preschool PM: 12pm – 3pm, **£16.80**

After school club: 3pm/3.15pm – 4.15pm, **£6.00**

Holiday Club Fee's

Full Day: 8am – 4.15pm, £39.00 (From September 2024 onwards it will increase to £42)

Half Day AM: 8am – 12pm, £23.00 (From September 2024 onwards it will increase to £24)

Half Day PM: 12pm – 4.15pm, £23.00 (From September 2024 onwards it will increase to £24)
