

PAYMENTS AND FUNDING

DEPOSIT

No deposit is charged to secure your child's place.

ACCEPTED METHODS OF PAYMENT/DATE OF PAYMENT

We accept payments via BACS, childcare vouchers, and Tax-free childcare. Invoices are to be paid monthly in advance by the 2nd working day of the month.

CHILD ABSENCE/SICKNESS

If children are absent for any reason, you will still need to pay. If the nursery must unexpectedly close last minute for severe weather, emergency evacuation, covid-19 outbreak etc fees will still be charged.

HOLIDAY ALLOWANCE FOR YEAR-ROUND CHILDREN

Paying families who attend all year round are given 10 days holiday to use per year (Sept to Aug) toward prebooked days off with no charge, families must give written notice via the Xplor Home App or Via Email. Holiday allowance cannot cover a child's sickness. After the 10 days have been used, parents will have to pay for their child's absence.

SCHOOL HOLIDAYS

Term Time only families have the option to attend in the school holidays, chargeable at our normal rates. This can be booked before each holiday period via email.

LATE PAYMENTS AND DEBT MANAGEMENT

If fees not being paid on time, then 5% will be added to the fee each week it is late, the nursery will work closely with families to ensure they do not get into debt and put an agreed payment plan in place to pay for the late fees in a private and confidential meeting. With an agreed deadline (this will be authorised with the owner of the nursery). A record of the payment plan will be put in the child's file. If parents fail to pay within the agreed time they will lose their child's place within the nursery and the debt will be passed on to a small claims court.

UNIVERSAL EARLY EDUCATION FUNDING

Children over the age of three are entitled to funding of 15 hours a week over the 38-week period in term time, these hours can also be stretched over 51 weeks of the. Families can access the funding without any obligation to pay extra. Any hours used outside of the provided funding will be paid at the usual nursery rates.

TWO YEAR FUNDING AND EXTENDED EARLY EDUCATION FUNDING FOR 3- AND 4-YEAR OLDS

Families will have to meet the criteria and apply for the funding to see if they are eligible, the setting will guide families to access this through the childcare choices' website.

Proof of funding in the form of a code and the parents national insurance number will be kept on file for the nursery to use to process the funding.

Parents who claim the Extended Early Education Funding should check their eligibility every 3 months. If parents are no longer eligible for the extended funding there is a 'Grace Period' giving them the opportunity to find work or reconfirm eligibility.

HMRC will inform parents if they fall into the grace period. If parent's circumstances remain the same in the grace period and are still not eligible, they will have to pay for the remaining hours that go over the universal 15 hours.

HMRC can be contacted regarding any queries or appeals on 0300 123 4097 as the setting and the local authority are unable to answer any queries relating to the online application system.

It is required that parents of all funded children complete a funding form to claim their child's sessions. Failure in doing so will result in parents having to pay for these hours.

NOTICE PERIOD

Families are required to give 4 weeks' notice in writing should they decide to withdraw their child from the setting with a final invoice for the notice period payable as per the policy.

BREAKAGES AND DAMAGE TO NURSERY PROPERTY

If children or parents damage nursery equipment, fixtures and fittings or resources and the damage is not accidental then parents will be charged to replace the equipment.