



Pricing Policy

The aim of this policy is to –

- Ensure that all parents and carers are aware of and understand the methods by which fees can be paid
- Inform parents and carers when the pricing structure is reviewed and when any increase to fees are likely to be applied
- To inform parents of any notice periods for changing or reducing the number of sessions attended

Fees

- Our fee structure is fully inclusive of all drinks and snacks
- There is an additional charge for the option of a hot lunchtime meal
- Fees are billed monthly by invoice through our FAMILY app and must be paid by the 1st of the month your child will be attending.
- Invoices will be issued on the 20th of every month, unless this lands on a weekend or bank holiday, in which case, invoices will be issued on the next working day.
- Fees will increase annually in September to reflect the cost of living changes and will be reviewed in term 5. Any changes to current rates will be shared with you directly in term 6 prior to the increase in September.
- A month's notice is required if you wish to change or reduce the number of sessions attended
-

Illness/Absence

- No refund will be given in the event of child's absence due to illness, holiday or any other reason

Closures

- Should the Nursery be unable to open due to bad weather or any unforeseen circumstance, parents will be refunded for that session or have it discounted from the next invoice
- Should closure need to take place part way through a session you may be entitled to a partial refund

Late Pick up

- Children must be collected promptly at the end of the session. In case of a child not being collected a late pick up fee is charged
 - Conscientious attempts will be made to make contact with the parents/carers, including phoning the emergency numbers held on the child's file
 - We appreciate there may be times when you are late due to traffic etc, but we are unable to offer care after the contracted time and we strongly advise you to have alternative arrangements in place.
 - If the child has still not been collected after one hour, at the manager's discretion, the local authority children's social services team will be contacted. Ofsted will also be informed.
-

Late Payments

We value working in partnership with parents/ carers and if at any time you are experiencing financial difficulties please speak, in confidence to the Nursery Manager. Below is the procedure that will be followed in the event of late payment.

- If payment is not received by the 1st of the month, you will be sent a payment reminder via FAMILY.
- Any payment that is still not received within 5 working days of the late payment reminder will incur a late payment fee of £15.00 which will be added onto the invoice.
- Should any payments remain outstanding by the last working day of the month, you will be formally notified that your child will no longer be able to attend the setting or your child will only be entitled to attend their funded hours from the 1st of the following month. No additional fee paying hours can be accessed until all outstanding fees are settled (this also includes hot lunches)
- **Any pre-booked sessions will still be chargeable to hold your child's place, even if they are unable to attend due to outstanding fees.**
- If after three months, your fees have not been paid, we will start the formal debt proceedings and we will have no alternative but to withdraw your child's place.

Payment methods

- Fees can be paid online by credit/debit card
- Childcare vouchers or tax free childcare payments can also be made

Free Early Education Entitlement

- Every child is eligible for 15 hours of free funded sessions per week the term after their 3rd birthday. Hours cannot be carried over
- Some 2 year olds can get up to 15 hours of free childcare each week (the term after their 2nd birthday) for 38 weeks a year under the 'free for 2' (FF2) Scheme. If you are not sure if you are entitled to receive funding please contact the Nursery Manager or you can check on the Gov.uk website.
- Some 3 year olds may be entitled to 30 hours free childcare each week (the term after their 3rd birthday) for 38 weeks of the year, if you are not sure if you are eligible for the 30 hours free childcare, you can speak to the nursery manager or check on the Gov.uk website.
- From September 2025 children from 9 Months+ may be entitled to 30 hours free childcare each week (the term after they turn 9 months) for 38 weeks of the year, if you are not sure if you are eligible for the 30 hours free childcare, you can speak to the nursery manager or check the Gov.uk website for more information.
- If your child only attends for the free funded sessions there will be no charge
- Our late collection charges apply to all children who are late to be picked up within their booked timescale
- If your child attends any additional sessions a charge will be made for the additional time they attend

Next Review Date: July 2026