

10.1 Nursery fees



At Tiddley Tots Nursery, we understand that the cost of childcare may seem expensive to parents / carers and therefore we continue to strive to be the most affordable local nursery; however, providing a high quality, safe and stimulating service for children is not cheap.

To ensure continued high standards and sustainability of the setting we ask parents and carers to comply with this policy in respect of the fees payment. Childcare fees are payable monthly only in advance by 25th of each month.

When you register your child, the General Manager will ask parents/carers to confirm which payment option they will take and check to ensure they have understood it. The level of fees will be solely set by the Nursery Director and reviewed periodically every April in line with rise in inflations, National Living and Minimum wages and in the light of the nursery's operational strategy as well as any other broader or social considerations deemed relevant.

Types of sessions and conditions of booking

Our session types available are set sessions. Further details of these accompanied by the fees schedule can be obtained from the nursery manager. Set sessions are permanently booked recurring sessions or days and full calendar month notice in writing is required should this be necessary to change.

Offer of Nursery Place and Registration Fee

Once you have been offered a place at the Nursery, you will be required to sign a Parent/Carer Contract with the nursery and pay a non-refundable registration fee on £50.00. Once this is received you will be able to arrange settling in sessions for your child(ren) at a mutually agreeable time. We offer two attendance options as follows:

- **Term time only** – this is for children who are eligible for the Government Funded Hours only. It applies to both 15 and 30 per week. No charges will apply for term time only places unless parents require extra sessions.
- **All year around** – children attending all year around, including half terms. Where children are eligible for the 15/30 government funded hours, and are attending all year around, the monthly fee will be reduced to a certain amount based on the child's weekly attendance.

****Please note the registration fee is no applicable where the child(ren) will be using funded hours during Term time only.***

****Please note that fees with funding applied are based on a child using the funding hours for the whole academic year (From September to August). If a child is to start any time after the Autumn Term, the prices will vary from the showed one, as the funded hours for the whole year that we can claim will be less than 570/1140h. We will calculate the total hours we can claim for the remaining of the academic year, based on the start date of the child, and then average these over the weeks left in the year. The funded hours will then be applied to the regular fee which will reduce it to certain amount. Please speak to our General Manager, Teodora Pyrzyna on 01992 910 529 or finance@tiddleytotsnursery.com for more information and exact prices.***

Settling In

Parents will not be charged during the Settling in period, which is 2 sessions. The first session will last for one hour at 10.00 am – 11.00 am. Or 2.30pm – 3.30pm with one parent/carer. The second session will be without parent/carer and will involve your child having lunch or tea with the other children. This session will be at 10.00 am and end at 12.00 pm Or at 2.00 pm and end at 4.00 pm.

Nursery Fees

Your child's first month attendance fees must be paid in advance before their first day of starting nursery.

The nursery is open 50 weeks of the year and is closed for the Christmas period, all Bank holidays and three Staff Inset days per year. Please note these are still chargeable. The monthly fees are calculated by multiplying the weekly fees by 52 weeks of the year and then dividing by 12 months to obtain an equal monthly fee amount. If your weekly sessions are changed, your monthly fees will be amended accordingly. **Example of calculating full time fees for a child:** *Weekly cost of £300 x 52 weeks = £15600.00 per year, divided by 12 months = £1300.00 per month.*

Methods of Payment:

We accept Card Payments, Tax Free Childcare Account and Childcare Vouchers as the main ways of paying the nursery fees. We also accept Childcare Grant Payments, please ask the General Manager for more information.

Recurring Card Payments

The nursery uses recurring card payment system called Adelante who are a PCIDSS Level 1 Service Provider. Recurring card payments, enables us to collect regular monthly payments once the customer plan has been created. If this will be the payment method you will use, we will send you a 3D secure payment email to enter the relevant payment details to complete your monthly plan. Once this step is completed we will set your monthly recurring card payments and you will not need to do anything else unless any of your payment details change.

Tiddley Tots Nursery is fully PCI compliant and we have been accredited Level 4 Service Provider.

Tax Free Childcare Account

We accept Tax Free Childcare Account payments. All of our settings are registered for the scheme and each one can be easily found by its postcode or Unique Reference Number. Parents/Carers who will be using this payment method will be required to send us a proof of monthly standing order to our Tax Free Childcare Account. For more information, please speak to the nursery General Manager on 01992 910 529 or at finance@tiddleytotsnursery.com.

Childcare Vouchers

The nursery participates in the Childcare Voucher Scheme. If your employer participates in this scheme and you wish to pay your Nursery fees this way, please contact us. We accept Childcare Vouchers from Care4, Co-operative, Busy Bees, Fidelity, Computershare, Edenred, Caboodle, Kiddi vouchers, Enjoy benefits, etc. Ask us if you have vouchers from another source as we may be able to join their scheme.

Cash payments, standing orders and cheques are NOT accepted for payment of monthly fees.

****We accept cash payment for extra sessions ONLY.***

Extra Sessions

We are happy to offer extra sessions if they are available. Extra sessions must be booked and paid in advance via cash. Please try to give as much notice as possible if you require extra sessions. Extra sessions booked but not taken are not refundable or transferable unless agreed by the nursery manager due to exceptional circumstances.

Siblings Discount

We offer 10% discount for siblings which applies to the lowest monthly fees and ends when a sibling leaves the nursery. Please note, this discount applies only where both children attending are taking up paid nursery place. If one child is in receipt of the government funded hours and attends during term time only, the siblings discount will not apply to the second child.

Reducing sessions

The nursery requires 1 calendar month notice for reducing booked sessions. Should parents wish the days to reduce immediately, fees will still apply.

Non-payment of fees and Arrears

All fees and vouchers not received by the 25th of the month will be deemed late.

Should a parent/ carer have problems paying their child's fees on time they should communicate in confidence to the nursery General Manager who will then come to an agreement with them as to how their child can continue at the nursery while they sort the fees out. If an arrangement has not been made, then the following procedure will apply:

Procedures:

Childcare should be paid for in advance to secure the child's place and allow for staff planning in accordance with OFSTED regulations. Any account falling into arrears will trigger the following procedure:

- If the monthly payment is late, late payment charges will occur. **A fixed late payment charge of £30** will be applied in the event of a returned card payment. If the monthly payment has not been made until the 5th of the following month after the declined payment date, late payment charges of £5.00 per working day will apply until payment is made in full for any fees outstanding.
- If this fails a letter will be issued informing that if account is not paid in full by month ending the account arrears will be passed to a Debt Collection Agency and the child will be unable to attend nursery.

In the event that any fees or other charges remain unpaid for a period of time specified by the nursery General Manager, the nursery reserves the right to terminate the contract without further notice. Upon termination of the contract, the nursery shall have no further obligation to provide the contracted services.

Any child leaving the setting with outstanding fees will trigger the following procedure:

- To give a last opportunity to settle an account the parent / carer will be informed of the date that information will be passed to the Debt Collection Agency.

- If the account is not settled it is out the hands of the setting, and all payments plus any additional charges by the debt collection agency will have to be paid to them.

Tiddley Tots Nursery thanks all parents and carers for their understanding and will do all that it can to avoid the above situation.

Termination of contract

This contract can be terminated by either party giving the other party not less than 1 calendar month written notice of termination. The setting reserves the right to terminate the contract without notice in the event of unsuitable behaviour from parents or non-payment of fees following the non-payment procedure, at all other times one calendar months' notice in writing will be given.

If you wish to withdraw your child from the nursery, you must put it in writing and send it to the nursery General Manager at finance@tiddleytotsnursery.com. Tiddley Tots have the right to receive full payment during the notice period, whether the child attends nursery or not.

Nursery Holidays and Closures

We are open all year round. The Nursery is closed for Christmas week, all Bank Holidays and three Staff Training Inset days per year. Parents/ Carers will be given advanced notice of these closures via our Yearly Planner. Fees remain payable throughout closure periods.

Fees during Absence

If your child is absent from the nursery due to sickness, holiday, etc. full fees will still apply and these must be paid for the place to be kept. However, in special/exceptional circumstances you may request a meeting with the General Manager to discuss your child's absence. If you cannot pay your fees on time it is important that you contact the nursery General Manager on 01992 910 529 immediately to let her know. Where possible, we may be able to agree a short term payment plan to enable you to keep your child's place.

Government Funding

We are registered for Nursery Education Funding for 2- and 3&4-year olds. There are 15/30 hours available per week and for 38 weeks of the year, during school term time.

- All three- and four-year olds are eligible for the 15 funded hours per week, starting from the term after their third birthday until they start school.
- Three- and four-year olds of working families who meet the eligibility criteria will be eligible for the ADDITIONAL 15 funded hours per week, starting from the term after their third birthday until they start school. Please note, we will not be able to confirm 30 hours funded nursery place until the relevant validity checks have been carried out with the Local Authority. In order to carry out these checks we will need the 11-digits code for 30 hours, the NI number of the main claimant, the child's date of birth and in some boroughs the child's NHS number. We also need the parent's/carer's permission to use their data to carry out these checks.
- Two-Year-Old Funding is available to families who meet the local authority criteria. You will need to apply for this funding through the Local Authority. Once you have received your letter/voucher code from the council, bring it into the nursery for a copy to be made and you can use

your funded hours with us. We accept all Nursery Education funding, please speak to the General Manager for further information.

The government funded hours apply during **Term – Time only**, for 38 weeks of the year and will not apply during half term holidays. The funded hours apply from the beginning of the term after a child's second, third or fourth birthday until they are 5 years old and going onto school.

Late Collection

If your child is not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. Any parent/carer who is late collecting their child will have to pay a charge which helps to cover the additional staffing costs incurred for this reason. The charge is £1 per minute. Please refer to our [Late Collection and Uncollected Child Policy](#).

Minimum sessions requirement:

In order to ease the process of settling for a child and get the child used to a routine we have a minimum session requirement which is either 2 half day sessions per week or 1 full and 1 half-day sessions per week.

Emergency Closure

In unavoidable and exceptional circumstances, such as notifiable infection including COVID-19 cases or consequential damage following a fire or other disasters, it may be necessary to close all or part of the Nursery at short notice, if this happens, it is not the nursery's policy to refund fees in such circumstances.

Tax Credits

Families who are in receipt of Tax Credits must keep them up to date with any changes to their childcare arrangements. HMRC regularly contact us for information regarding childcare fees. We are legally obliged to provide them with accurate information and always do so.

Exclusion

In the event of your child being excluded we will still claim the normal 15/30 hours per week (if they are taking up funded place) and fees will still be payable for the time of the exclusion as your child will be holding a place.

Please contact the nursery General Manager on 01992 910 529 or at finance@tiddleytotsnursery.com should you need any further information.