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Updated: Oct 2026
Review date: Sept 2027

Fee Policy

It is important that you read through the Fees Policy carefully and understand exactly what is expected of you.

Retainers, deposits and settling-in

Retainers – an optional retainer fee can be charged to keep a place open for a child if you want to send your child but do not want the space immediately. We charge *half normal fees* during the waiting period.

Deposits – a £150 deposit is required to secure your place for each child not using early years funding; of which £100 is returned to you upon your child leaving, as long as the account is cleared. £50 is kept as a non-refundable administration fee. Please note the whole sum will be retained should you cancel your place before starting.

Settling in sessions – Settling-in sessions are an important part of your child's transition into our care.

We offer 1 × 1-hour settling session, 1 × 2-hour settling session and 1 × half-day settling session. Settling-in sessions may be provided using your child's funded entitlement where applicable, in which case no additional childcare fee will be charged. Where settling-in sessions are not covered by funded entitlement, they may be purchased privately at our normal day rate. Parents accessing funded entitlement hours will not be required to purchase privately paid settling-in sessions as a condition of accessing their funded place.

We reserve the right to recommend further short settling-in sessions where we feel these would support your child's transition. Additional sessions may be provided using funded entitlement where applicable or purchased privately.

You can also request additional settling-in sessions if you have concerns about how your child is settling in.

Settling in period – We offer a *4 week settling in period.* All booked hours are payable *in advance.*

We reserve the right to extend the settling period if we are concerned your child is failing to settle.

Contracts can be terminated at any time during the settling in period by either party without prejudice. If we end the contract during the settling-in period, any money paid for sessions not attended will be refunded by the last working day of the contract. If money has been paid by voucher, we are required to refund the voucher (not you) for tax reasons. If you end the contract, full payment for the sessions booked will be retained as the sessions have been provided for the sole use of your child.

Fees payable

Daily fee -

For EYFS- £54 per day 09:30-15:30. Wrap around hours (08:30-09:30 and 15:30-16:30) charged at £10 per hour.

For non-EYFS (September after 5th birthday) - £45 for one day pw, £85 for two days pw, £120 for 3 days pw 09:30-15:30. Wrap around hours (08:30-09:30 and 15:30-16:30) charged at £10 per hour.

Funded hours

We accept Early Years Entitlement funding for eligible children. Parents must provide a valid eligibility code and complete the required parent declaration.

Funded entitlement covers the funded childcare hours. Additional privately purchased hours and separately identified optional extras are charged in addition, where applicable.

Our optional extras currently include:

- **Morning and afternoon snacks:** £5 per day
- **Forest School sessions, activities and associated resources:** £15 per day

Optional extras are not a condition of accessing a funded place. Parents who do not purchase snacks may provide suitable alternatives from home, subject to our food and allergy policy. Where optional Forest School activities (including crafts, woodworking, tool use, campfire cooking, bushcraft, trips) are not purchased, suitable alternative provision will be provided. All additional charges are identified separately on invoices.

The Attendance Register, which must be completed at the beginning and end of each session, will show the exact time each child arrives and leaves the premises and can be consulted at any mutually agreed time in case of a query over hours. If you would prefer to fill in the register at the beginning and end of your child's sessions, please let me know.

Additional charges

- **Provider holiday -** no charge
- **Provider illness** - up to 1 week paid at normal rate for private purchased sessions, ongoing fees refunded thereafter
- **Child / family holiday, illness or days off** - *full fee. privately purchased childcare fees remain payable in accordance with the family's contract. Funded entitlement hours will not be converted into privately chargeable hours because a child is absent.*
- **Early arrival / late collection** - *£15 per 15 mins.*

  Note - *non-booked overtime must be paid for in cash on collection of your child.* Please consider possible late collections when booking contracted hours, so that non-booked overtime / late fees are not incurred. It is important you let me know as quickly as possible if you are going to be late, so We can reassure your child.
- **Outings** £ - *no charge for routine outings; a contribution towards entrance costs will be requested for special outings which will be discussed in advance.*
- **Payment in case of cancellation due to weather or forced closure** - *full fee. Where the setting closes due to severe weather or another unavoidable circumstance, arrangements for privately purchased childcare fees will be applied in accordance with the contract. Parents will not be charged for funded entitlement hours.*

Other fees information

Inset days - We schedule up to 3 inset days each year for essential staff training, planning and development. Parents will be given advance notice of these dates. Inset days fall outside the funded days offered by the setting. Where applicable, our usual fees will apply to privately booked childcare on these days.

Paying your fees – *fees are invoiced on the last week of the month for payment before the first day of the following month. Fees cover all contracted hours for the following month and are payable in advance monthly.* Please remember that the hours charged are the hours held by you for your child's sole use. Contracted hours are payable regardless of late arrivals, early collections, your or your child's illness, occasional days off etc (see notes about booking holiday).

Payment options – *We accept Bank transfer* (BACS), *cash, vouchers or a combination of these methods.*

Please remember that you are responsible for paying me - not Tax Credits, Care to Learn or voucher companies. If payments are late, it is your responsibility to ensure we are paid.

Payment information

Payment date – *payment must be made monthly in advance during the first working week of the month.*

Unpaid fees – either fees paid in advance for contracted hours or those billed at the end of the month for payment will be charged at a late payment rate of £5 *per working day* for privately paid places.

If fees have not been paid by the end of the first week of the month the contract will be suspended until payment has been made and legal advice may be sought. Where payment remains outstanding for privately purchased childcare or agreed optional services, we may suspend or withdraw those privately purchased services in accordance with our payment terms. Non-payment of additional privately purchased hours or optional charges will not prevent an eligible child from continuing to access their funded entitlement free of charge.

Help with fees

Tax credits might pay a percentage of your childcare costs, depending on joint family income. Advice can be found here - https://www.gov.uk/help-with-childcare-costs/approved-childcare.

We have a strict no pay = no play policy. If your fees are not paid on the day they are due, we will suspend your contract. Please let me know as quickly as possible if you are having problems paying your child's fees. We would much rather work with you to resolve the issues than have to cause a child upset and trauma by terminating their contract.

Contract termination

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*All fees **must** be paid in full before the contract is terminated. Contract termination must normally be given in writing giving a minimum of 4 weeks' notice by either party.*

The termination period *is chargeable at the normal rate.* If any fees are outstanding, including any fees in lieu of notice, you will be acting in breach of contract. *The **deposit** will be used as payment towards the fees for the last month of your child's care and any extra fees will be invoiced for payment during the first week of the month. Funded entitlement hours will not be*

converted into privately chargeable hours because a child leaves, transfers provider or does not complete the contractual notice period.

Reviewing fees

Fees are reviewed annually. You will be given 4 weeks notice so you can adjust tax credits / bank payments / vouchers etc.