



Fee Policy

It is important that you read through the Fees Policy carefully and understand exactly what is expected of you. If fees are not paid, we may need to suspend childcare and seek legal advice to recover fees. Legal action might affect your credit rating in the future.

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 x 1 hour settling, 1 x 2 hour settling and 1 x half day settling sessions, all billed at the normal hourly rate and paid in advance or using funded hours. We reserve the right to ask you to bring your child for further short settling sessions if your child does not seem to be settling well. You can ask for extra short settling in sessions if you are worried 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- £50 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) - £38 per day 09:30-15:30. Wrap around hours (08:30-09:30 and 15:30-16:30) charges at £8 per hour.

Funded hours - We accept the Early Years Entitlement funding for eligible 2, 3 and 4 year olds provided by the council. Parents need to supply us with an eligibility code from the gov.uk website and a parent declaration form in order for us to be able to accept this funding.

We receive a fixed rate of funding per hour per child from the GCC to support the delivery of the Early Years Foundation Stage (EYFS) curriculum for eligible children. In addition to meeting EYFS requirements, Branches Out offers supplementary services, snacks and products, which are parents are asked to pay for voluntarily. These additional offerings, labelled as 'Branches Out Environment and Resources' on invoices, go beyond the standard curriculum. Please see the table below for full details. This currently equates to £19 per day.

Description	Unit	Unit Price	Line Total
Morning and Afternoon snack - fruit or veg and dried baked goods, plus milk each morning	2 x Daily	£3	£6
Forest School sessions - 6 hours of forest school provision including trained staff plus activities and resources	1 Daily	£13	£13

From September 2024 we are asking parents to supply a packed lunch for their child so we can ensure everyone stocks up on the nutrients and foods they love.

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, ongoing fees refunded thereafter
- **Child / family holiday, illness or days off** - full fee.
- **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 forced closure** - full fee.

Other fees information

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.

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.

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

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.

Reviewing fees

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

Parents please remember!

Booked sessions are reserved for your child's sole use. This means that we are unable to care for another child on the days and sessions that your child is due to attend. We charge full fees for all booked sessions and overtime if extra sessions are required.