

## **Fee Paying Terms and Conditions – Effective from 1<sup>st</sup> April 2024**

These Terms and Conditions govern the basis on which we agree to provide charged care to your child throughout their time with us at Dilly's Daycare.

1. All of our spaces are allocated on a first come first serve basis in line with our admissions policy, more details on allocations can be found within our Admissions and Charging Policy within the office or in reception.
2. There is a £60.00 deposit which is refundable off your first month's fees and also a non-refundable £20.00 registration fee. If you pay a deposit and decide after this your child will not start then unfortunately the deposit is not refundable.
3. Once registration has been completed you will receive a letter of confirmation which will clearly detail all agreed sessions and outline any costs which are applicable such as lunch and tea times as well as wrap around care.
4. All childcare fees are due to be paid on or before the 7<sup>th</sup> of each month, payments can be paid by either cash, cheques or via Bank Transfer in which details are available on request
5. Invoices will be generated towards the end of a month ready for the month ahead, although these will be given to you by staff please can you try where possible to ask for these to ensure there are no delays in paying.
6. If you pay using childcare vouchers or a tax free childcare account it is your responsibility to deduct off the value of childcare vouchers etc and pay the remaining balance to us no later than the 7<sup>th</sup> of the month.
7. Payments which are not received in full by the 7<sup>th</sup> of each month will incur a £20.00 late payment charge; this will be added on to your next month's invoice.
8. Where payment has not been made in full by the end of the calendar month no childcare will be provided from the 1<sup>st</sup> of the following month, non payment of fees could result in your allocated spaces being withheld.
9. Fees which remain unpaid going into the next invoice month will incur a fee, this fee is 10% of the remaining unpaid balance and 10% will be added every month that the bill remains unpaid, £15 late charge will also be added for every month the bill remains unpaid and legal action will be taken.
10. Four weeks written notice is required to decrease or change your allocated times and book any holiday. Failure to do so will result full fees being charged.
11. Four weeks' written notice is required to remove your child from the setting. Once this letter is received by management you will be given confirmation of an end date along with any remaining balances which are owed.
12. Holidays booked within the 4 week notice period will be charged at 50%, we also charge this rate for Bank Holidays however we do not charge for the entire period we are closed over Christmas and New Year.
13. The setting will also be closed for 2 weeks in August, this will typically be the 2<sup>nd</sup> and 3<sup>rd</sup> week of the month however the dates will vary each year. Notices will be displayed in the setting and online allowing plenty of notice.
14. Fee's are to be paid if your child is off sick as staffing ratios will have already been arranged.

You should be aware that Sickness and Diarrhoea has an incubation period of 48 hours, therefore your child must remain off for this period of time from the last time they were sick or had upset stomach.

15. There is a charge of £7.99 per child per 15 minutes they are late being collected after the booked or agreed collection time.
16. You should call us in advance if someone different is collecting your child, this allows us to ensure that we are aware, have informed staff and have the correct password ready.

This also allows us to ensure that your child is kept safe at all times; anyone sent to collect your child must be over the age of 16 years.

17. We operate a very strict Safeguarding Policy which is available to view in reception. Should staff have any concerns regarding your child and staff feel appropriate to do so we will discuss these concerns with parents or carers, any concerns that we feel may bring any harm to a child will be referred to Outside Agencies as soon as is possible.

### **Funding Terms and Conditions – Effective from 1<sup>st</sup> September 2023**

These Terms and Conditions govern the basis on which we agree to provide the funding entitlement to your child throughout their time with us at Dilly's Daycare.

1. All children accessing free entitlement places (2, 3 and 4 year olds) both universal entitlement and extended entitlement are required to pay a deposit of £20. This deposit is refundable and will be refunded back to you within the first half term of your child starting their place. Should a child not take up their place once a deposit has been paid this is NON REFUNDABLE.

The DfE Early Years Operational Guidance 2017 states “The purpose of the deposit is give certainty that a child will take up their funded place”.

2. All funding entitlements are offered on a first come first serve basis, more details on allocation can be found within our Admissions and Charging Policy as below :

Funding for 2 year olds are offered in 3 hour blocks from 8.30 until 11.30 or 1.00pm until 4.00pm for a maximum of 5 blocks per week within the pre-school room and 3 blocks of 5 hours within the baby and toddler room from 8.00 until 1.00 or 1.00 until 6.00.

Funding for 3 and 4 years olds accessing their universal 15 hours are able to do so in 3 hours blocks from either 8.30am – 11.30am or 1.00pm until 4.00pm Monday to Friday for a maximum of 5 blocks per week.

Children accessing their 30 hour entitlement can do so in 5 hour blocks from 8.00am until 1.00pm or 1.00pm until 4.00pm Monday to Friday for a maximum of 6 blocks per week or 8.30am until 4.00pm for a maximum of 4 days a week.

Please be aware that a lunch and light tea are not included in within the funded hours. There is a charge of £3.00 for lunch and £2.00 for tea which is payable monthly in advance. You are however able to send in a packed lunch for your child in line with our packed lunch policy should you prefer to do so.

3. Funding session times are set; as this allows us to maximise spaces therefore we are unable to move start or end times. Any additional hours which may be required outside of our funded times are available as wrap around care only and are chargeable in line with our Price List.
4. Funding blocks are not transferable should your child be off sick or on holiday . If you wish to take your child on holiday these sessions are also not transferable.
5. If your child accesses just their funding entitlement and are collected later than the agreed session times there is a charge of £7.99 per child per 15 minutes they are late being collected, this charge is made as staffing ratios are done in line with session end times therefore if you are late to collect we need to use this charge to pay staff for staying later than their allocated end time. Please see our Late Collection Policy for more details.

6. Your child's funding times are allocated in line with all other funding blocks which are offered in the setting; therefore we are unable to accept your child before this time due to ratios needing to be adhered to. If you arrive early you will be asked to wait with your child until your agreed start time.
7. We offer stretched funding for those families who wish to access this. Funding is offered evenly across the 49 weeks we are open, this means children's yearly hours are divided by 49 weeks we are open which averages out 11 hours a week for those accessing 15 hours and 23 hours for those accessing 30 hours. Hours are not transferable and cannot be banked, any hours missed due to sickness or holiday cannot be carried over.
8. We ask that parents call us if your child is going to be nursery for any reason. This allows us to ensure we are aware of any illnesses which are around the setting and inform other parents. If a child is off this allows us to arrange our staff accordingly to meet the needs of the setting.
9. We operate a very strict Safeguarding Policy which is available to view in reception. Should staff have any concerns regarding your child and staff feel appropriate to do so we will discuss these concerns with parents or carers, any concerns that we feel may bring any harm to a child will be referred to Outside Agencies as soon as is possible.
10. You should call us in advance if someone different is collecting your child, this allows us to ensure that we are aware, have informed staff and have the correct password ready. This also allows us to ensure that your child is kept safe at all times; anyone sent to collect your child must be over the age of 16 years.