

Administration

Childcare Charging Policy

Funded places:

Children's free entitlement is for 15 hours per week term time. **Up to 15 places have been allocated to families eligible to 30 hours funding.** If the maximum hours allocated by the local authority are not used during term time – these can be used during school holidays (i.e. if child only attends 10 hours per week during term time). These hours can be taken over the full calendar year depending on the opening hours of each centre.

- No session to be longer than 10 hours
- No session to be shorter than 2.5 hours.

Parents who are accessing 2, 3 and 4 year old free entitlement are not required to pay a fee. They will not be charged a 'top up' fee even when the normal daily rate is more than the funding. There are no conditions attached for children receiving their funding entitlement except for periods of notice **and restriction on number of places available.** Additional hours will be paid at the normal rate charged at the Centre. Parents paying for additional hours will receive an invoice showing the amount payable after deducting free entitlement hours.

Opening Times:

There are three Mr Bee's Nurseries with a variety of opening times. All sites are closed all bank holidays and **over the Christmas/New Year period – closure dates will be confirmed at the beginning of each year.** In addition, the centres are closed for 3 training days each year at the end of the school holiday period.

Mr Bee's North Lynn	All year round	7.30 to 6.00
Mr Bee's Springwood	All year round	7.00 to 6.00
Mr Bee's St Augustine's	Term time only	9am to 3.30

Bookings:

All bookings are based on term time dates (see Norfolk County Council's calendar). A separate booking form must be completed for all childcare required during the school holidays.

Children may arrive and leave at times suited to parents working hours. Times have been allocated where parents are not permitted into the childcare rooms so that staff may supervise and meet the needs of the children as well as arrange activities and experiences which are not constantly interrupted. During these times (outlined on front of Welcome pack for each centre) parents should report to the reception area and the room leader will arrange for a member of staff to bring the child to the reception area. This will, where possible, be the child's key person so they can bring you up to date on your child's day.

A booking is made by completing a booking slip available from reception – if booking is sent electronically a confirmation will be sent within 24 hours – if confirmation not received in this time you will need to contact the centre to ensure booking has been received. The cancellation of a regular booking must be made in writing to the centre manager and within the cancellation period to avoid paying additional fees. Changes to bookings can be made as long as places are available. There will be no refunds if changes are made within the same calendar month and the hours are less as a result of the change. Additional hours must be paid for at the time of booking.

Shift patterns: 50% of childcare fees will be charged for any unused hours a child does not attend due to alternating shift patterns. Payment for absence for holiday and sickness will apply as below.

Absences:

All absences will be charged at the normal rate.

High overheads prevent us from refunding fees for missed sessions. For the same reason, missed sessions due to sickness, etc cannot be taken at a later date. If your child is not going to attend, please contact the centre as soon as possible.

If a child is absent for more than four weeks and the centre has not been informed as to why a child is absent – the place will be cancelled. Parents will have to inform the centre in writing to hold a place for longer periods of non-attendance and discuss with centre manager any payment required or the need to put child back onto the waiting list.

Notice to Cancel Childcare:

A full four week notice period is required in writing to cancel all childcare at Mr. Bee's. Out of School holiday club ONLY requires one full week notice in writing.

Holiday Fees:

A holiday form will need to be completed at least one week in advance and handed to Centre Lead / Lead Practitioner – holiday charges are outlined below:

Nursery (term time only): There is no holiday rate during term time and no charge to hold open a space during the school holidays.

Nursery (all year round): Six (6) weeks holiday rate in one year charged at 50% of the usual fee which holds a place open.

Out of School Clubs: Excluded from the reduced rate for holidays booked during term time.

Deposit:

If a child is being registered more than one month in advance, a non-refundable/non-transferable fee of £50 (£25.00 for Out of School Clubs) per family or the cost of the first week's childcare (whichever is less) is payable on registration to hold a place open. This amount is debited against your first invoice. No deposit is required for children who attend funding places ONLY.

Holding Fee:

A holding fee is based on four weeks childcare for the hours a child usually attends. The holding fee ensures childcare fees are paid in advance and holds a child's place. This fee is payable PRIOR to a child's first day and will be used against the final invoice when a child leaves. Once written notice is received any additional payments will be requested or a cheque issued with the last invoice run. **If you increase your child's hours – an additional amount will need to be paid against your holding fee. Equally, as and when your child becomes eligible for early years funding, an amount will be credited to your account.**

Payment of Fees:

Invoices will be ready for collection **at your centre** by the 7th of each month and payment due by 14th of the same month. A special arrangement form must be completed with the Childcare Manager if there are any variations in the way payment is made.

Payment can be made in cash, by cheque, direct debit from your account and childcare vouchers (debit cards can be used at our North Lynn Centre ONLY).

Parents who pay the monthly savings fee (please refer to price list) are only eligible for the discount if payments are made by BACS or standing order.

Any additional and/or adhoc bookings MUST BE paid for at the time of booking.

Overdue Fees:

As a registered charity, we are dependent on the fees paid by the parents – as such prompt payment is essential. If fees are overdue – the following process will be followed:

- On 14th of the month, staff at head office will contact parent by the most appropriate method (parentmail, telephone, e-mail, text, letter) to advise them that their payment has not been received and they are subject to a £10 administration fee.
- If payment is still not paid by 21st of the month, a child's place will be withdrawn for any fee paying hours.
- Court Action could be taken to recover any outstanding fees.

Meals

Hot healthy meals prepared by trained cooks in the cafe at St Augustine's Centre and healthy pack lunches are available each day.

- Hot meals: £2.50
- Babies (under 18 months): £1.50
- Packed Lunches: £1.00 (sandwich, yogurt, raisins and fruit)

Lunches will be invoiced monthly but can be paid for daily, weekly or monthly in advance.

24 hours notice is required for cancelling a meal in order for refund to be credited.

There is no charge for breakfast, snacks, or a light tea.

Additional Fees:

If a child is dropped off early or picked up late more, an additional fee will be charged at the half hourly rate which will need to be paid for at the time child is dropped off or collected.

If a child is collected after the centre closes at 6:00 pm a fee of £10 per half hour will be charged.

Change of Childcare Hours:

Nursery, After School and Breakfast clubs: All changes must be received by 6pm on 25th of the previous month to ensure adult child ratios are correct.

Holiday Club: Changes must be **received at least one full week in advance. They must be received by 6pm on the Monday of the previous week.**

All changes must be in writing (letter, booking form or email) and directed to the Centre Lead. If changes made by telephone, these must be confirmed in writing with the name of the child and date and time of changes requested together with parent/carers' signature. Otherwise places will be charged at the normal rate.

Emergency Closure:

All payments are still due if the centre has to close in an emergency due to unforeseen circumstances such as weather conditions. No refund or credits will be made except where additional childcare costs are incurred and upon presenting a receipt, in which case the **Centre Lead** can authorise a credit. In the event of closure for more than 3 full days all places will be cancelled and credits will be available.

Fees are reviewed periodically to cover any rising costs and/or change in legislation. Parents will receive the new price list in advance of these changes being made.

RE: Childcare Charging Policy:

This policy was reviewed at a meeting of Mr. Bee's Family Centre

Held on 10th February 2017

Date to be reviewed May 2019

Signed on behalf of the Board of Trustees:

Name of signatory Jeanette Nowrung

Role of signatory Trustee

Centre Lead's Signature: