

## Administration

# Childcare Charging Policy

### Opening Times:

There are three Mr Bee's Nurseries. All Centres 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, usually at the end of the school holiday period. **The opening times for each centre are:**

Mr Bee's North Lynn	All year round	7.30 to 6.00
Mr Bee's Springwood	All year round	7.30 to 6.00
Mr Bee's St Augustine's	Term Time Only	9:00 to 3.30

### Bookings:

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

Children may arrive and leave at times suited to parents working hours. There may be times when parents are not permitted into a childcare room and may be encouraged to drop off or pick up outside of lunch time so that staff may supervise and meet the needs of the children as well as arrange activities and experiences which are not constantly interrupted. A member of the management team will discuss this with you during show around.

A booking request **can be made electronically through the Family App or by email**. A confirmation will be sent within 24 hours – if confirmation is not received in this time you will need to contact the centre to ensure booking has been received. **If it is not possible to book electronically**, a booking slip **is** available from reception.

The cancellation of a regular booking must be made in writing to the Centre Lead and within the cancellation period to avoid paying additional fees. Changes to bookings can be made if places are available. There will be no refunds if changes are made within the same calendar month and the hours are less because 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.

### Registration Fee:

If a child is registered more than one month in advance a registration fee of £25 per family is due to hold a place open. The registration fee is non-refundable and non-transferable **and does not apply for children who attend for funded hours only**.

## Early Years Education Funding places:

The free entitlements will be delivered consistently so that all children accessing any of the 15 or 30 hours a week free entitlement will receive the same quality and access to provision, regardless of whether they opt to pay for additional hours, additional services, meals, or consumables.

Children's free entitlement is for 15 hours per week during 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. The entitlement is offered free. Parents will not be charged a "top-up" fee to recoup the difference between the amount received from the Local Authority and the current hourly rate.

Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours, or additional services.

Our notice period for funded places is four weeks.

Additional hours and services will be charged at the current hourly rate where hours are not funded as Early Education by the Local Authority.

Charges for additional services such as trips will be agreed in advance with families.

The following fees apply when families claim a funded entitlement as part of a childcare arrangement:

- Hot Meal Cost: £3.50
- Snack Cost: No charge currently.
- Sandwich Lunch Cost: £2.10
- Consumables: No charge currently.

**Ordering a meal at Mr Bee's is voluntary.** Please speak with your Centre Lead to discuss the alternative options available.

The alternative options include:

- Families to supply a healthy packed lunch.
- Discuss waiving or reducing costs with Karen Gibbons or Jeanette Nowrung.

Other charges:

- Holding Fee (see below) payable on any hours **over and above funded hours as well as any meals ordered.**
- £10.00 Late Payment Fee – this fee will be charged when invoices are not paid within the payment terms, and an outstanding balance remains on the account – see overdue fees below.
- Late Collection – the hourly fee will be charged when children are not collected on time at the end of their session (minimum of 30 minutes) – see additional fees below.

All families will be issued an **electronic** invoice monthly **generated on our nursery management system, Famly.** The invoice will be itemised to provide clear and transparent information concerning the charges

as agreed in the parent contract. It will allow parents/carers to see that the entitlement is received completely free of charge and understand additional fees that have been applied.

Detailed receipts will be issued for all cash and cheque payments where the Centre Lead has approved this type of payment. See 'Payment' paragraph below for more information on how to pay.

### **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 open for four weeks only. This fee is payable PRIOR to a child's first day and will be used against the final invoice. **When written notice to cancel a childcare place is received, any holding fee is credited to the account.**

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, the holding fee will be adjusted and credited to your account one month before funding starts.

No holding fee applies to children who are accessing Early Years Education Funding ONLY – however an amount will be charged if child attends additional hours or for lunches on a regular basis.

### **Childcare Fees:**

	Under 2's	2's to 3's	Over 3's	Out of School Clubs
Monthly:	£975.65	£959.36	N/A	N/A
Daily:	£62.28	£61.24	£61.24	£46.68
Hourly:	£6.59	£6.48	£6.48	£4.94

Please note the monthly fee for all year, full time places are discounted by approximately 20% which includes four-weeks holiday allowance **charged at** 50%, and no charge for the 8 bank holidays.

**Our fees are reviewed periodically to cover any rising costs and/or change in legislation. Families will receive four weeks' notice via Famly newsfeeds to inform them of any change and given the opportunity to discuss their options with the Centre Lead.**

Where a time lapse has occurred between the point of enquiry and their child's start date, families should check that the information shared about funding and fees remains current so that any applicable charges can be checked / finalised before the childcare arrangement is formalised.

### **Payment of Fees:**

Invoices are generated within Famly, and each family will receive log-in upon registration. Invoices are processed on or around the 1<sup>st</sup> of each month and payment due by 10<sup>th</sup> of the same month. A special arrangement form must be completed with the Centre Lead if there are any variations in the way payment is made.

Payments can be made by standing order and BACS payment from your account, tax free childcare and/or childcare vouchers.

Cash will only be accepted in exceptional circumstances and will **invalidate** any monthly discounts.

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

## **Holiday Fees:**

**Holiday bookings** need to be completed at least one week in advance and **verified by** Centre Lead / Lead Practitioner / Administrator. Holiday charges are outlined below:

Nursery: <b>(term time only)</b>	There is no holiday rate during term time and no charge to hold open a space during the school holidays
Nursery: <b>(all year round only)</b>	Four (4) weeks holiday rate in one year charged at 50% of the usual rate which holds a place open while child is on holiday from nursery.
Out of School Clubs:	Excluded from the reduced rate for holidays booked during term time.

## **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 10<sup>th</sup> of the month, admin staff will contact parent by the most appropriate method (Family, e-mail, or 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 17<sup>th</sup> 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.

## **Additional Fees:**

If a child is dropped off early or picked up late more than once, 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.

If a parent regularly collects their child after 6:00 pm, the childcare place will be withdrawn.

## **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 later. If your child is not going to attend, please contact the centre as soon as possible and let staff know the expected return date so it can be recorded on our records and where appropriate, lunches cancelled.

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 Lead any payment required or the need to put child back onto the waiting list.

### **Change of Childcare Hours:**

Nursery, After School and Breakfast clubs: All changes must be received by 6pm on 25<sup>th</sup> 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 – **please do not use Famly**) 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.

### **Notice to Cancel Childcare:**

All fees will be charged unless specific arrangements have been agreed and whilst a childcare contract remains in place. Families wishing to terminate their childcare contract must provide 4 weeks' notice in writing to the Centre Lead. Any funding entitlement claimed beyond the notice period is transferrable to your new childcare provider via the local authority where the funding criteria is met. Where a child leaves the Centre before the end of the agreed notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the end of the notice period, together with any additional fees which formed part of your childcare arrangement.

Children who attend holiday club ONLY are required one full week notice in writing.

If there is credit on the account, any return of funds must be requested in writing by the bill payer **within a six-month period. Refunds will be returned to the account it was paid from.** Please note, any overpayment made by childcare vouchers or tax-free childcare cannot be refunded directly to bill payer. These will be returned to the HMRC or voucher account for processing a return.

### **Meals**

Hot healthy meals prepared in full day care Centres and healthy pack lunches are available each day.

- Hot Lunches: £3.50
- Babies (under 18 months): £2.25
- Packed Lunches: £2.10 (sandwich, yogurt, and fruit)
- Babies (under 18 months): £1.50

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 for refund to be credited.

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

## **Emergency Closure:**

All payments are still due if the centre must 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.

In the case of closure owing to Covid-19 or any other pandemic, the charges will be reviewed in line with Government guidelines. Families will be asked to consult with their Centre Lead with regards to childcare contracts and a special arrangement form will need to be completed if managing childcare fees becomes difficult.

Mr Bee's will endeavour to provide childcare at an alternate centre if your current centre closes where legislation, guidance, and resources permit.

## Re: Charging Policy

This policy was reviewed at a meeting of:

Mr. Bee's Family Centre

Held on:

27 August 2025

Date to be reviewed:

August 2026

Signed on behalf of the Board of Trustees:	
Name of role of signatory:	Jeanette Nowrung, Chairperson
Signed by Senior Early Years Professional:	
Individual Centre Lead's Signature:	
North Lynn:	
Springwood:	
St Augustine's:	