



Fees Policy

Invoices

For those children not receiving free entitlement or who have more sessions than the funding available, an invoice for the next half terms fees is issued two weeks before the end of each half term. Invoices for new starters are sent out in Welcome Packs. Invoices raised are for the normal, regular sessions that you have been allocated for that half term. **No refunds will be made for sessions lost due to sickness, holiday absences or unforeseen circumstances.**

Payment is due on the penultimate day of the current term. If you have not paid by this date, your child will not be able to start back at playgroup until full payment is made and a £5 administration fee will be charged.

If payment has still not been received by the end of the current term, a letter or email will be issued giving 48 hours to pay otherwise your child's place will be forfeited.

Payment for additional sessions that you have requested on an ad-hoc basis, are payable before each sessions. These are not included in the half termly invoices.

Payment for playgroup fees can be made by cash, cheque or internet banking. If wishing to pay through a childcare voucher scheme or another method, please contact the playgroup administrator at admin@maidenbowerplaygroup.org.uk to discuss the options available.

If paying by cheque, you should ensure that the funds are available so that the cheque will clear. If a cheque is refused by the bank, then your fees are considered **not paid** and an alternative method of payment will be sought. You will be considered a **non payer** and the steps described above for non payment will be followed. Additionally, if you have paid by cheque that has been refused by the bank, then you will lose the right to pay by this method for all future payments of playgroup fees. You will also be invoiced for any charges made by the bank.

If a parent/carers has difficulty with payment, they should contact the playgroup administrator on receiving their invoice and a personal payment plan may be arranged.

Terminating Sessions

To terminate any sessions at playgroup, **four weeks' notice** is required in writing. Failure to give the appropriate notice will result in you being charged full fees for sessions during the notice period. This is payable immediately. If you require additional sessions for your child, please complete the relevant form available from playgroup and the sessions will be allocated once available. Should you wish to withdraw your child from playgroup or reduce the number of sessions that your child attends, then please complete the relevant form from playgroup. We will require four weeks term time notice otherwise you will be liable for that half terms fee. We are entitled to keep hold of four weeks funding for children who receive Free Entitlement, therefore if four weeks' notice is not given you will be liable to cover costs at alternative childcare providers for this four week period. It is assumed that your child's place will terminate once they reach the required age to start Infant School and therefore there is no need to give termination of sessions.

Free Entitlement

Currently three year old children receive Government funding commencing the term **after** their third birthday. Government funding is available for 38 weeks of the year and a child's free entitlement is for 15 hours for each of the 38 weeks. Your child may be eligible for two year old funding. Should this be the case you will need to contact your local Children and Family Centre and obtain a Unique Reference Number. Maidenbower Pre-school Playgroup opens on average 38 weeks per year. For the Extended Entitlement 30 hours FE for working parents, we are only able to offer 21 hours. However you can split your child's hours across different childcare providers once you receive your validity code from DWP.

Time or weeks that are over the free entitlement will be charged at the playgroup's current rates. If your child is eligible for funding, you will be given a form to complete and playgroup staff **must see** your child's original Birth Certificate or Passport.

Special Events

You are not charged for the following:-

- Bank holidays.
- Closures that we have prior notification for e.g. Election days, when the Community Centre is used as a polling stations.

If the playgroup has been forced to close for unseen, exceptional reasons or emergencies, e.g. staff ratios have not been met or room temperature too cold etc, then refunds **will not** be given for the cancelled session(s).

Throughout the year, the playgroup organises additional events and activities which help enrich the children's experience at playgroup. These may include:-

- Taking part in a Christmas concert.
- Attending a Christmas party with 'Father Christmas' and an entertainer.
- Going on a farm trip.

If your child normally attends the session on the day that these activities are planned and you do not wish your child to participate, then you may not receive a reduction/refund in fees. Additionally, you will need to make alternative childcare arrangements on these days, as the normal playgroup session will not be running.

If your child does normally attend the session on the day that these activities are planned and you do wish your child to participate, then there may be an additional charge levied. This depends on the planned activity.

In all cases, a letter/email will be sent to all parents prior to the event, setting out all the details.