



## FEES POLICY

Dear parents/carers,

To provide a high quality, safe and stimulating service for children requires considerable funding to ensure the continued high standards and sustainability of the Nursery, we kindly ask parents/carers to respect this policy.

### **Registration and Deposit:**

The child place is secured once the registration fees £60 and the deposit £100 have been paid. The deposit is fully refundable when your child leaves. The deposit can be deducted from your last payment, or we send you a cheque, it takes a maximum of 15 days to verify if all the invoices and extras have been paid. We do not refund the registration fee if you cancel your reserved place, we retain the £60 registration fee and refund the £100 deposit.

### **Minimum Booking:**

The nursery recommends a “minimum session” policy that supports your child settling into the nursery, provides social experience and consistency for the child. The minimum number of sessions we ask that are attended is two, this could be one full day per week (8-6) or two half day sessions per week. \*Please note, to make use of all your government funded hours, we recommend your child attends a minimum of three sessions a week.

### **Nursery sessions:**

We charge for the place and not for attendance. Our fees are based on sessions (not hours). These sessions are called: Full day (8-6), Nursery Day (9-3), Half Day (8-1 or 1-6): funded sessions (9-12, 9-3) and flexible sessions (example: 8-2, 9-4, 10-5.). Flexible sessions follow the same terms and conditions of the other sessions, but they are charge at £9 per hour for all ages.

### **Nursery Fees and Payments:**

1. We charge for the place and not for attendance. Our fees are based on sessions (not hours). These sessions are called: Full day, Nursery Day, Half Day Morning or Afternoon Session, Funded Sessions and Flexible Sessions.
2. Nursery fees are payable monthly in advance and must be paid in full by the 10th of the month. Please note that it is very embarrassing and time consuming for us to engage in pursuing unpaid fees.
3. Fees will be reviewed annually, every September, considering the Nursery's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
4. All payments made under this Agreement must be by Direct Debit, PayPal, government vouchers or private childcare vouchers. Under exceptional circumstances we may agree to payment by cash or cheque, but it is your responsibility to obtain a receipt from the nursery manager as proof of payment.
5. If fees are not paid in full by the due date, we will unfortunately have no option but to add a 5% penalty charge on all unpaid fees. If the invoices are still unpaid, we suspend our service.



6. We charge a £10 administration fee for each cheque that is returned unpaid by your bank.
7. The nursery bank details are on each invoice.
8. The Nursery also accepts bacs payments, childcare vouchers from a broad range of providers, government vouchers, PayPal. Some childcare vouchers may take up to 5 days to appear in the Nursery bank account, please check with your provider to ensure that these have cleared by the 10<sup>th</sup> of the month for the invoiced month.

#### **Discounts:**

Where two or more children attend Nursery, a 10% discount will be applied to the fees of the elder child. When the siblings attend 5 full days per week, an extra 10% discount will apply to the fees of the oldest child. The maximum discount the nursery gives for full time siblings is 20% (between them). In the exceptional case that one or both parents work for the NHS an extra 5% will also apply on the elder child's invoice. We do not combine discounts, in other words, they are not cumulative. Proof of work (such as contract or last pay slip from NHS) should be provided to the nursery manager for approval of the discount and we review once a year. **Discounts are not applied in retrospect and only apply to no funded children.** Where the nursery offers a reduced fee rate after a child's birthday, siblings join or others, the reduction will take effect from the first day of the following billing period.

#### **Holidays and Absences:**

Absence from the nursery, including sickness, Covid-19 and family holidays, must be paid for in full. We regret that we are not able to swap sessions for any sessions not attended. We charge for the place and not for attendance. If a child becomes unwell whilst in our care, a member of the educational team will call the parent/guardian, or the emergency contact detailed on the registration form to collect the child. The session is payable in full. If your child is unwell or on holiday, we ask you to contact the nursery manager to inform the absence.

#### **Extra Sessions:**

If the parents require emergency sessions, they should be arranged with the nursery manager and paid in advance. We do not include extra sessions in regular monthly invoices. The rate for an extra session is £9 per hour. These sessions are subject to availability of spaces and staffing requirements.

#### **Holiday Sessions:**

If the child attends nursery term time only, the parents can pre-book extra sessions one month in advance, for the holiday period, and these sessions will be invoiced at £9 per hour.

#### **Dropping off and Collecting your child:**

Children must always be collected on time at the end of each session and must not arrive at the nursery before the beginning of their session. This is particularly important as we may otherwise exceed the maximum child numbers permitted by our Ofsted registration. Late collection may result in additional late fee of £10 for the first 15 minutes and every 15 min increments thereafter.



### **Forced Closure:**

In exceptional circumstances there may be an event that triggers the closure of the nursery, for example transport strikes, severe adverse weather conditions, acts of terrorism or a pandemic. The nursery in these circumstances will not be held responsible and will not issue refunds for such forced closures.

### **Notice Requirement:**

One-month notice in writing, or payment in lieu of notice, is required if you wish to withdraw your child from the nursery. We accept changes to permanent booked sessions with effect from the first day of the calendar month, providing, a months' notice is given to us by the parents.

### **Suspension - Termination:**

We may suspend or immediately end this Agreement if:

1. You have failed to pay any fees
2. You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period.
3. Your child is receiving government funding and doesn't attend nursery for five consecutive sessions without a written explanation for the absence.
4. You behave unacceptably, as we do not tolerate any physical or verbal abuse towards staff.

### **High lights of our fees policy:**

Dear parents,

We frequently have to repeat some of the terms and conditions agreed by the parents at the time of enrolment, its time consuming for everyone and occasionally some of you get really frustrated when we apply our nursery policies. Following the rules helps you, the children, our member of staff and provides clarity and fairness to all families.

Please carefully read our registration form, fees, nursery policies and fees policy. If you have any questions about the documents, please do not hesitate to ask the nursery or finance manager about them.

Our policies are as flexible as they can be, respecting the current law. We do not make exceptions, but we listen carefully our parents' concerns and try to accommodate their needs without disturbing the general function of the nursery.

We would be extremely grateful if you take a minute to remember:

1. We do not swap sessions; members of our educational team sometimes feel embarrassed when parents approach them asking to do so. Respect our nursery policy at all the times.
2. Unattended sessions for illness, Covid-19 or family holidays are payable in full. We charge for the place and not for attendance.
3. Extra sessions are paid in advance (£9 per hour) and should be requested directly from the nursery manager in writing (usually by e-mail)



4. All requests for changing regular sessions should be made a month in advance and always start the 1<sup>st</sup> of the following month (we do not change session the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> week of the month) You can send your request to [manager@oratorymontessori.com](mailto:manager@oratorymontessori.com) .
5. Children receiving government funding should remain in the same sessions during the whole term. If your child does not attend the funded sessions, without informing the nursery manager in writing, stating the cause of the absence, we can withdraw the child from the nursery and offer the funded place to another child. The local authority will be notified. To receive government funding, you must fill the council consent form and provide us with a copy of your child's birth certificate or passport.
6. Our Flexible Sessions follow the same policy as our regular ones but are design to help parents working shifts or with siblings attending just funded sessions. These flexible sessions have a unique fee of £9 per hour and should be approved by the nursery and financial managers. They are agreed from the 1<sup>st</sup> to the last day of the month and like the other sessions cannot be swapped, cancelled, or rearranged during the month.
7. All nursery invoices should be paid in full by the 10<sup>th</sup> of the month, if you have not received your nursery invoice by the 27<sup>th</sup> of the previous month, please immediately contact the finance manager [admin@oratorymontessori.com](mailto:admin@oratorymontessori.com) it's your responsibility to pay on time and make sure you receive the invoice.
8. All verbal agreements with members of staff should be formalised in writing, it is compulsory to have records of changes, leaving dates, extra sessions or government funding conditions.