

## **Fees Policy**

- Fees are payable in advance either at the **beginning** of the week, monthly or termly.
- Fees are payable for all booked sessions. Fees are still payable when a child is absent for any reason including illness.
- Childcare vouchers are accepted.
- If Day Care has to close due to unforeseen circumstances the parents/carers will be refunded for these sessions.
- The Day Care manager will make the final decision if we have to close. Parents will be informed as soon as possible if this decision has been made.
- Fees are subject to review.
- Children will be allowed 10 days holiday in term time without payment

## **Late / Non Payment of Fees**

- Parents/Carers are encouraged to speak to the manager of Day Care if they have a query about the fees policy or if for any reason they are likely to have difficulty making a payment on time.
- If the payment is not received for a child's fees the manager will inform the parents/carers verbally after the first session of missed payment.
- If payment is still not received after the second session the request will be followed up in writing. Arrears will not be carried for more than two sessions and your child's place will be suspended until payment is received.
- If you do not collect your child from school after you have been informed of your child's suspension and we have tried all contact numbers you have provided your child will be kept on the premises for 30 minutes. After this time the nominated adult will contact Social Services who will be responsible for deciding what action is now required
- Sessions in wrap around and afterschool can be cancelled or amended within a 48 hr period then a credit can be held or a refund of fees can be given. Sessions in holiday club including trip days **cannot be refunded** once paid for. In the six weeks summer holiday seven days' notice will be accepted as notice to cancel or amend bookings (apart from trip days).
- If fees are persistently late or not at all, with no explanation we will be forced to terminate the child's place.