

FEES POLICY

WRITTEN BY RACHAEL DUNPHY | DATE: 16/09/2023

I am self-employed and set my own terms and conditions, including fees. It is important that you read through my Fees Policy very carefully and understand exactly what is expected of both parties.

Note: *If fees are not paid, I am within my rights to immediately terminate care and take legal action against you to recover fees. Legal action might affect your credit rating in the future.*

RETAINERS - DEPOSITS - SETTLING-IN

Retainers: A retainer keeps a place open for a child if a parent wants to secure a space for his/her child, but does not want the space immediately. I charge half normal fees during the waiting period for the contracted hours. Please note that retainer fees are for me to keep, unless the place is not available when wanted, in which case they must be repaid to parents in full. Parents do not have to pay a retainer fee when I am on holiday or unable to work.

Deposits: Parents pay an agreed amount of money as a deposit to reserve their child's place for an agreed date in the future. I normally charge parents the first month of care upfront as a deposit.

Registration fee: I do not charge a registration fee to cover paperwork and initial information sharing.

Settling in sessions: As Windy Nook Childminding only provides before and after school care, I do not offer a settling in session free of charge. Instead, they are charged at the normal rates. I do however encourage parents to bring the children to the setting (at a time when I do not have other children) for a visit before they start, free of charge.

Settling in period: I offer a 2-week settling in period. Please confirm the days and hours you would like to book for your child and I will raise an invoice. All booked hours are payable in advance. I reserve the right to extend the settling in period if I am concerned your child is failing to settle. Contracts can be terminated at any time during the settling in period by either party without prejudice. If I end the contract during the settling-in period, any money paid for sessions not attended will be refunded by the last working day of the contract. If money has been paid by voucher, I am required to refund the voucher (not you) for tax reasons. Any overtime or additional money owed by you will become immediately payable in cash or will be deducted

from any deposit or money owed if appropriate. If you end the contract, full payment for the sessions booked will be retained as the sessions have been provided for the sole use of your child.

FEES PAYABLE

I charge set fees for sessions that are based around an amount of £3.50/£4.00 per hour. As I service two schools with different opening times (some requiring car travel) I charge slightly differently depending on the school attended.

Walton Primary Academy

Morning Sessions

A morning session is a set price of £7. Children are welcome to arrive from 7:30am onwards and will be taken to school as part of the price. The price is the same for all children, no matter their time of arrival. This price includes breakfast. In order to ensure there is time for your child to have breakfast, please do not drop him/her off after 8:10am.

Afternoon Sessions

Afternoon sessions are charged at £12.00 and include a home-cooked meal. The children are collected from Walton Primary Academy at 3:25pm and will be given their tea at around 4:30pm. The price is the same for all children, regardless of their collection time. This price includes food, drinks and snacks, as well as the resources for the activities.

Both Morning and Afternoon Sessions (Wrap Around Care)

There is a discount offered for the children who require care for both the morning and afternoon sessions (within the same day and for the same child). Both sessions are priced at £17.50 for standard care.

Shay Lane Primary School

Afternoon Sessions

Afternoon sessions are charged at £15 and include a home-cooked meal. The children are collected from school at 3:15pm and will be given their tea at 4:30pm. The price is the same for all children, regardless of their collection time. This price includes food, drinks and snacks, as well as the resources for the activities.

For All Schools

School Holiday Care

Windy Nook Childminding also offers school holiday care. A standard day runs from 7:30am to 6:00pm during school holidays. School holiday care will be charged at a minimum of a full day per child. This price is £35.00 for the full day and is inclusive of all meals, drinks, snacks, activities and resources, unless otherwise stated. Children can attend the setting for fewer than the full day, but the price will still stand.

Note: *Priority of places will be given to children who are contracted to have regular term time care. The only way to guarantee a space for your child in the holidays is to have regular holiday days in the contract.*

Attendance Register

The attendance register, which must be completed at the beginning and end of each session, will show the exact time each child arrives and leaves the premises and can be consulted at any mutually agreed time in case of a query over hours. If you would prefer to be present when I fill in the register at the beginning and end of your child's sessions, please let me know.

Additional charges

- Childminder holiday £ - no charge.
- Childminder illness £ - no charge.
- Childminder occasional days off £ - no charge.
- Overnight care £ - I do not offer this service.
- Early arrival/late collection - £3 per 5 mins.
- Child/family holiday £ - full fees still apply.
- Child/family illness £ - full fees still apply.
- Parent occasional days off £ - full fees still apply.
- Bank holidays £ - no charge as I do not work them.
- Planned overtime / unsociable hours: £5 per 30 minutes - I cannot always work overtime due to other potential commitments and reserve the right to refuse to work longer than my stated hours. However, where possible, when a parent gives me 24 hours notice (before the point of care) that he/she needs me to work outside of my specified hours, I will charge £5 per half hour, per child.
- Childminder training days £ - no charge.
- Collection/drop off - I do not provide this service.

- Outings £ - no charge for routine outings; a contribution towards entrance costs or travel expenses will be requested for special outings, which will be discussed in advance.

Please remember that overtime is not always available as I am legally required work within EYFS ratios. I am required to inform Ofsted and my insurance company if non-booked overtime takes me over my ratios.

Note: Overtime must be paid for in cash on collection of your child or beforehand electronically. Please consider possible late collections when booking contracted hours, so that non-booked overtime/late fees are not incurred. It is important you let me know as quickly as possible if you are going to be late, so I can reassure your child.

Food provision

All food/snacks and drinks are included in the price of care.

Extra expenses

Extra expenses will normally be agreed in advance. However, this is not always possible. For example, a child may be provided with sun cream if this has not been agreed with parents. Any extra expenses will be placed onto the next invoice.

PAYMENTS

Paying fees: Fees are invoiced on the 21st of the month for payment on the 26th of the same month. Fees cover all contracted hours for the following month and are payable in advance on a monthly basis. Please remember that the hours charged are the hours held by you for your child's sole use. Contracted hours are payable regardless of late arrivals, early collections, your or your child's illness, occasional days off etc. (see notes about booking holiday).

Payment options: I accept bank transfers (BACS as a method of payment. I do not accept cheques or cash for contracted hours. Please remember that you are responsible for paying me - not Tax Credits, Care to Learn or voucher companies. If payments are late, it is your responsibility to ensure I am paid.

Payment date: Payment must be made monthly in advance on the 26th of the month prior to care. For example, on the 26th November, parents will be invoiced for any hours of care during December.

Unpaid fees: Either fees paid in advance for contracted hours or those billed at the end of the month for payment with the invoice will be charged as a late payment rate of £5 per working day, to a maximum of £25. If fees have not been paid by the end of the first week of the month, the contract will be immediately terminated as detailed in my terms and conditions and legal advice will be sought.

Help with fees: Tax credits might pay a percentage of your childcare costs, depending on joint family income. Advice can be found here - <https://www.gov.uk/help-with-childcare-costs/approved-childcare>. If you need help with claiming Tax Credits or other benefits (letters writing, confirmations of invoices/amounts charged etc.), please let me know.

Problems paying fees

Please let me know as quickly as possible if you are having problems paying your child's fees. I would much rather work with you to resolve the issues than have to cause a child upset and trauma by terminating their contract.

CONTRACT TERMINATION

All fees must be paid in full before the contract is terminated. Contract termination must normally be given in writing giving a minimum of 3 weeks notice by either party. Immediate termination can occur in the event that I am not paid for the child's hours before they arise, or for other reasons such as dangerous behaviour. The termination period does not include holiday days/weeks. Also, the termination period is chargeable at the normal rate. If any fees are outstanding, including any fees in lieu of notice, you will be acting in breach of contract. In such an instance I reserve the right to seek legal advice.

Fees Review: Fees are normally reviewed annually in April. You will be informed by newsletter if fees are changing. This will give you 4 weeks notice so you can adjust tax credits/bank payments/vouchers etc.

Please remember! Booked sessions are reserved for your child's sole use. This means that I am unable to care for another child on the days and sessions that your child is due to attend. This also means that I charge full fees if the child is dropped off late or collected early. I do not swap days or hours around; I charge full fees for all booked sessions. I will always invoice parents for booked sessions unless I am ill or on holiday and unable to provide a service.

If you have any questions about my policy/procedures or would like to make any comments, please ask.

SIGNED

DATED
