

EXPLORERS POLICY AND PROCEDURES

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Fees

Explorers operates a service which is fair and competitively priced. We aim to offer a high quality, safe and stimulating environment that provides a service that is good value for money. Opening times and hours for the setting are:

Monday to Friday 8.45am – 3.15pm (Term time only)

Sessions are either

8.45am – 12pm or

8.45am – 3.15pm

Fees are calculated on a per session basis. The charge is £4.25 per hour. Fees will not be charged (or claimed if EYE funding applies) for inset days or bank holidays.

Fees will be reviewed by the Explorers Committee on an annual basis, or more often if appropriate.

Payment of fees

- Fees will be collected in advance at the beginning of each half term.
- Bills will be emailed to the parent/carer/guardian during the first week of term where payment dates and amounts will be clearly stated.
- Fees should be given to the Treasurer.
- Cheques should be made payable to Explorers, online bank payments are also accepted.
- Should a problem arise concerning payment of fees, parents/carers/guardians should speak with the Explorers supervisor or treasurer as soon as possible. Each individual case will be reviewed by the committee and an agreement sought regarding payment.
- If a child requires a hospital stay due to illness, then fees may be refundable e.g. payment plan option.

Notice Periods

If a placement is to be terminated due to personal circumstances e.g. relocation then the parent/carer/guardian is required to give 4 weeks' notice, whether they are fee paying or on the EYE funding. Once notice is given, a revised invoice will be issued, detailing the hours until the notice period ends and any payment due, or updating the hours that will be claimed for the term under

EYE. If funded children leave without notice, the 4 weeks notice period will still be claimed and any adjustment will be made after notice period ends. If a parent needs to know what hours have been claimed to advise another setting, this information will be available on the final adjusted invoice once notice is given.

If a placement is to be reduced in sessions due to financial circumstances, each individual case will be reviewed by the committee and a notice period may not be required

Non-refundable fees

Fees are not refundable due to illness, medical appointments, family holidays or temporary closure of Explorers due to circumstances beyond its control.

Late Payment of Fees Procedure

- Fees should be paid within 14 days of the payment date given on the bill. If payment is not made within this time scale, a reminder will be issued to the parent/carer/guardian and payment should be received within 7 days. Any problems arising regarding payment should be discussed with the Treasurer.
- If fees continue to be outstanding, the non payment of fees procedure is followed.

Non Payment of Fees Procedure

- Parents/carers/guardians will be contacted to arrange a payment plan for the outstanding amount, which must be cleared within the time frame agreed. In addition, the parent undertakes to pay future fees in full and on time. This is signed by the treasurer/chairperson and parent and a copy is retained by both.
- If the payment plan is not adhered to (ie if an agreed payment is missed), parents/carers/guardians will be required to withdraw their child from fee paying hours until the outstanding fee is paid, to avoid an escalation of debt owed.
- The debt will be referred to the small claims court for collection.
- A payment plan under the non payment procedure will only be offered once per child, all future fees must be paid on time and in full. If any future payment is not received in advance as per the fees policy, the child will immediately lose their place for fee paying hours.

- If a parent/carer/guardian requests a place for another family member and they have a debt that is outstanding to Explorers, a place will not be offered to the family until the debt is completely cleared.
- Any child in receipt of Early Years Entitlement Funding will be able to remain at Explorers for their funded hours only.

Please note:

The committee do not expect to have to act as a debt collector, having to approach other parents/carers/guardians for non-payment of fees. This is a difficult and awkward situation for all involved and therefore after following the procedure as outlined in the above 'Late payment of fees' and 'Non payment of Fees' sections; no further communication will be made via the Treasurer to the parent/carer/guardian. This matter will be immediately directed to the Small Claims Court.

Exclusion

Explorers pre-school reserves the right to exclude a child for non-payment of fees following the procedure as outlined in the above 'Non payment of fees' section above.

Funding:

Universal 15 hours per week – see Section 1 below

Two year old funding – see Section 2 below

30 hours funding – see Section 3 below

Section 1 - Early Years Entitlement Funding (EYE) details:

We are in receipt of EYE funding for three and four year olds; this is available from the funded period after your child's third birthday.

The total number of hours= 570 and is split as follows:

EYE funding entitlement is

210 hours in the autumn term,

165 hours in the spring term,

195 hours in the summer term,

Total hours = 570 hours

Parents can claim 15 hours per week over 3 or more days. This can be split between providers but must not exceed 15 hours in total.

Any additional hours will be charged at £4.25 per hour and will be classed as "top up"

To claim the EYE funding the following information is needed:

Child's legal documentation: birth certificate and EYE registration form will be required

If this is not done then we are unable to claim funding and will have to charge fees at the standard rate.

EYE funding parent declaration form - completed **every term** and signed

Section 2 – 2 Year old Funding

We can accept 2 year old funding if it is applicable. To claim the funding for 2 year olds the following information is needed: - Child's legal documentation – birth certificate, passport (on registration, copy needs to be sent to the Entitlements Team) - The setting will need to see the letter held by the parent which states that their child is eligible for 2 year old funding.

Section 3 – 30 hours funding

With effect from September 2017, some children will be eligible for 30 hours per week of funded childcare. This will be made up of the universal 15 hours as in section 1 and an additional 15 hours per week. We will have some places available for children who are eligible for this scheme. Please see link below to see if this may be applicable to your child. If your child is eligible, please speak to the setting supervisor to discuss availability and the necessary paperwork.

Tax Free Childcare and Childcare Vouchers:

We can accept childcare vouchers, please use our account P20757941 and quote your child's name.

We can also accept tax free childcare payments. Please email us on explorers.preschool@hotmail.co.uk to confirm the reference number the payment will be sent on.

Useful Links:

www.childcarechoices.gov.uk – information on childcare help available

<https://www.gov.uk/childcare-calculator> - find out here if you are entitled to tax free childcare or 30 hours funding.

<https://childcare-support.tax.service.gov.uk> - find out more about the childcare help and how to apply

This policy was adopted at an Explorers committee meeting held on

Date: 15/07/2022

Approved by:

Kelly Groves – Chair Person

Anna Swinburn - Supervisor