**Docklands Day Nursery Fees Policy**

At Docklands Day Nursery we understand that the cost of childcare may seem expensive to parents/carers and therefore we continue to strive to be very considerate regarding fees charges, however, providing a high quality, safe and stimulating service for children is not cheap.

To ensure continued high standards and sustainability of the setting we ask parents and carers to comply with this policy in respect of the fees payment. Childcare fees are paid monthly/weekly all year round and parents are invoiced monthly or weekly. Monthly invoices must be paid on or before the 1st day of each month and weekly invoices latest by Friday unless other arrangements have been made with management.

Fees are payable only in advance, either weekly or monthly. If you chose to pay monthly, then fees payment by transfer, standing order or vouchers are due to be in the nursery account on the 1st of every preceding month, if you pay weekly then the fees are due latest on the Friday before care is required.

# Offer of Nursery Place

Once you have been offered a place at the Nursery, you will be required to complete and sign a registration form which serve as Contract with the nursery and this Nursery Fees policy serves as part of that contract. You will also be required to pay a deposit to secure your child’s place. Once this is done, you will be invited to a settling session for your child at a mutually agreeable time. In order to confirm your child/ren place at the nursery we ask for a payment of £100 registration (non - refundable) £100 deposit (refundable with a month’s leaving notice)

There might be at times when Parents would be asked to take one or two available mandatory days within the week.

# Settling In

Parents will not be charged during the Settling in period, which is up to 5 sessions. The settling times shall be agreed with you and the nursery. If a child requires more settling in sessions this is available however parents would be charged for this.

# Paying Nursery Fees

Your child’s first week or month attendance fees must be paid in advance before their first day of starting nursery. We accept Direct Debit, Standing Order and Vouchers as the main ways of paying the nursery fees. The Nursery Bank account details can be obtained from the office. Fees should be paid either:

* weekly, on Friday or before the Monday of each week
* monthly, on or before the 1st of every month

# Non-payment of fees and Arrears

All fees and vouchers not received by the 1st of the preceding Month, or not received within a week of this date will be deemed late.

Should a parent/ carer have problems paying their child’s fees on time they should communicate in confidence to the Nursery Director (info@docklandsday nursery.co.uk) who will then come to an agreement with them. If an arrangement has not been made, then the following procedure will apply:

PROCEDURE:

Childcare should be paid for in advance to secure the child’s place and allow for staff planning in accordance with OFSTED regulations.

Any account falling into arrears will trigger the following procedure:

* If weekly or monthly payments are 1 week late, a Late Reminder Invoice (LRI) will be issued, and it will incur additional charge of 5% for late payment monthly.
* If this fails a letter will be issued informing that if account is not paid in full by month ending the account arrears will be passed to a Debt Collection Agency and the child will be unable to attend nursery.

Any child leaving the setting with outstanding fees will trigger the following procedure:

* To give a last opportunity to settle an account the parent / carer will be informed of the date that information will be passed to the Debt Collection Agency.
* If the account is not settled it is out of the hands of the setting, and all payment plus any additional charges by the debt collection agency will have to be paid to by the parents.

Docklands Day Nursery wish to thank all parents and carers for their understanding and will do all that it can to avoid above situation.

# Notice of Withdrawal

If you wish to withdraw your child from the nursery, a minimum of four - weeks notice must be provided in writing to the nursery. You may do so also by sending an email to info@docklandsdaynursery.co.uk. Failure to do so will result in the full payment being charged.

# Childcare Vouchers

The nursery participates in the Childcare Voucher Scheme. If your employer participates in this scheme and you wish to pay your Nursery fees this way, please contact us. We accept Childcare Vouchers from most financial organizations, including Edenred, Care4, Busy Bees, Fidelity, Sodexo etc. Ask us if you have vouchers from another source.

# Nursery Holidays and Closures

We are open all year round. The Nursery is closed for Christmas week, all Bank Holidays. Parents/ Carers will be given advanced notice of these closures. Fees remain payable throughout closure periods.

# Fees during Absence

If your child is absent from the nursery due to sickness or holiday, the full fees must be paid for the place to be kept, if the sickness is protracted (God forbids), please discuss with the office.

# Emergency Closure

In unavoidable and exceptional circumstances, such as notifiable infection or consequential damage following a fire or other disasters, it may be necessary to close all or part of the Nursery at short notice, if this happens, it is not the nursery’s policy to refund fees in such circumstances.