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ACE Day Nursery Fee Policy

2019/20 academic year (i.e. September 2019 – August 2020)

Proposed by:

The Finance Sub-Committee Team comprising: Shafiya Mahmood (Chair), Liam Kelly (Treasurer), Nic Kidston (HR/staff liaison officer), Lisa Tuohy (Headteacher), Sarah Piotrowski (ACE Day Nursery Manager) and Sarah Ransome (Office Manager) on 28 June 2019.

Approved by:

Full ACE Parents' Committee on 9 July 2019.

Period covered:

2019/20 academic year (i.e. September 2019 – August 2020)

Next review due:

1. Full policy review in the Summer Term 2020, before commencement of the new school year 2020/21.
2. Monthly during the course of the 2019/2020 academic year as part of the monthly financial review process.

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|----------------|-----------|----------------|
| Session times: | Morning | 8.30am-12.00pm |
| | Lunch | 12.00pm-1.30pm |
| | Afternoon | 1.30pm-5.30pm |

Fee rates:

The following daily fee rates are applicable to children at ACE Day Nursery under the age of 2 years:

| | Standard Rate | 5-7 sessions* per week (approx. 7% discount) | 8-10 sessions* per week (approx. 14% discount) |
|-------------------|---------------|---|---|
| Morning | £30.00 | £27.75 | £25.75 |
| Morning + Lunch | £44.00 | £40.75 | £37.75 |
| Afternoon + Lunch | £44.00 | £40.75 | £37.75 |
| Afternoon | £30.00 | £27.75 | £25.75 |
| Full day | £74.00 | £68.50 | £63.50 |

The following daily fee rates are applicable to children at ACE Day Nursery aged 2 years+:

| | Standard Rate | 5-7 sessions* per week (approx. 7% discount) | 8-10 sessions* per week (approx. 14% discount) |
|-------------------|---------------|---|---|
| Morning | £28.00 | £26.00 | £24.00 |
| Morning + Lunch | £38.00 | £35.00 | £32.50 |
| Afternoon + Lunch | £38.00 | £35.00 | £32.50 |
| Afternoon | £28.00 | £26.00 | £24.00 |
| Full day | £66.00 | £61.00 | £56.50 |

*a session is defined as a morning or afternoon

Calculation and payment of fees:

Fees are payable for the period of the year that the Day Nursery is open, divided into twelve equal monthly payments. Fees are charged on a calendar month basis and are payable on or before the first day of each calendar month in advance. Monthly fees are calculated as follows:

1. Calculate a weekly fee total by adding together the relevant daily fee rates for your child's sessions e.g. if your child is 18 months old and attends 3 full days per week, this comprises 6 sessions, so the daily rate for your child is £68.50. The weekly fees due (for attending 3 days per week) are therefore £205.50.
2. Multiply the weekly total from above by 4 (being the 48 weeks of the year that we are open divided by 12 months) to arrive at a monthly total). In our example above, this gives monthly fees due of £822.00.

Monthly payments should be reduced from the month after your child's second birthday. If you have twins or triplets, the sessions for both/all the children will be combined and fees calculated at the session rate for the total number of sessions taken per week.

The majority of children start at the Day Nursery in September each year. A home visit usually takes place during the summer before admission, for which there is no charge. Then settling in visits (usually two) are arranged for the first week or two in September and new children are given staggered start dates to ease the settling in process, as well as allowing staff to give the new children one-to-one attention. Fees are charged from the earlier of the child's start date or Monday 16th September 2019.

Our Ofsted registration dictates that we can only take children once they are 12 months of age, so if a child's first birthday falls in the middle of October, for example, he/she would not be able to start until then. However, financially we cannot leave a place open for a child from the beginning of September until his/her first birthday, so should a child wish to start in say mid-October, parents are liable for fees from Monday 16th September 2019 to secure the place.

For any children starting part way through the year, a home visit usually takes place before admission, for which there is no charge. Then settling in visits (usually two) are arranged for the week before the child's first full session. Mid-year, we are usually able to organise the settling in visits to take place before the child's first full session and therefore fees are normally charged from the first full session onwards.

Fees may be paid by one of the following methods, although we prefer online payment and/or electronic childcare voucher/Tax-Free Childcare payments (as these save us administration time and banking costs):

- online** to our Lloyds bank account (sort code: 30-13-55, a/c no. 03026919), please give your child's name as a reference;
- by cheque** (made payable to ACE Day Nursery) handed to a member of staff; please write your child's name on the reverse of the cheque;
- in **cash** handed to a member of staff in a marked envelope;
- via **childcare vouchers**; and
- via the government's **Tax-Free Childcare** scheme

Use of childcare vouchers:

Payment of fees can be made by childcare vouchers. However, to ensure that payment by this method does not lead to excessive extra administration or a delay in ACE receiving the money, parents are required to:

- notify us of their intention to pay by voucher, specifying which voucher provider is to be used and the amount and frequency of payments;
- ensure all voucher payments for a particular month are received before or on the first day of the month;

- where payment is not received within this timescale, then the outstanding balance will immediately become due, and will need to be paid by electronic transfer, cheque or cash.

Neither childcare vouchers or the Tax-Free Childcare scheme can be used to pay for deposits, registration fees or co-op hours, due to the tax treatment of the payments at source.

Refunds:

No refunds are available for sessions missed due to illness, holidays or other absence. There will be no refunds if ACE Day Nursery is closed due to adverse weather (e.g. snow), heating failure or other similar circumstances.

One-off extra sessions:

Subject to availability, it may be possible for a child to have an extra session and this will be charged as follows: For children under two years of age, the cost of an extra morning or afternoon session is £31.00. For children aged two years and over, the cost of an extra morning or afternoon session is £29.50.

The charge for a one-off lunch is £14.00 regardless of age. Extra sessions must be paid for on the day (or earlier if you prefer).

If a parent notifies ACE that their child will be absent for a particular session or sessions (e.g. due to a holiday during term-time) these session(s) may be allocated to another child. Should your plans change after notifying ACE of absence, for example the holiday is cancelled, the original session may have already been allocated to another child.

If a child is not present for a particular session, it is not possible to swap that for a different session (e.g. a child has a medical appointment on Tuesday morning and misses his/her regular Tuesday morning session. It is not then possible to swap that for a Thursday morning later in the week, if there happens to be availability that morning. However, subject to availability, it is possible to book an additional Thursday morning session which must be paid for as set out above).

Unpaid fees:

Should fees remain unpaid at the appropriate time as set out above, the following action will be taken:

- Day Nursery Manager and/or financial administrator will contact the parent by email, telephone or in a written note requesting immediate payment;
- should the fees remain unpaid for a further 7 days after this action, a formal letter requesting payment of the outstanding fees will be sent;
- should the fees still remain unpaid 7 days after the date of the letter described above, a final letter requesting payment of outstanding fees will be sent stating that if the fees remain unpaid 7 days after the date on the 2nd letter, the child's place will be withdrawn and offered to another child; and
- we may pursue the unpaid fees through the small claims court and/or take other legal action to recover the debt.

Registration Fee:

A registration fee of £50 is payable upon acceptance of a place, together with the deposit referred to below. Registration fees can be paid by online bank transfer, cash or cheque, but not by childcare vouchers or the Tax-Free Childcare scheme.

Deposits:

A returnable deposit equivalent to one month's fees is required when a place is accepted. The deposit will be returned when the child leaves ACE, if one month's written notice has been given and fee payments and Co-op hours are up to date. If this is not the case, the outstanding amounts will be deducted from the deposit and the net amount repaid.

If the child moves up to ACE Nursery School, the deposit (less any outstanding fees or Co-op hours due at the Day Nursery) will be transferred to the Nursery School

and will be deducted from the first term's fees. No deposits are held at the Nursery School.

If a child increases the number of weekly sessions he/she attends the nursery, an additional deposit will become payable to reflect the increased number of sessions.

Deposits can be paid by online bank transfer, cash or cheque, but not by childcare vouchers or the Tax-Free Childcare Scheme.

Co-op hours:

The parents of each child are required to undertake four co-op hours per term at the Day Nursery (i.e. one hour per month). Those parents with children at both ACE Nursery School and ACE Day Nursery, or with two or more children at the Day Nursery, will only need to complete one set of co-op hours. Staff with children at ACE are exempt from co-op hours.

Parents who are not able to complete their co-op hours for some reason will be invoiced at £15.50/hr for co-op hours not completed. Neither childcare vouchers or the Tax-Free Childcare scheme can be used to pay for co-op hours due the tax treatment of the payments at source.

Invoices:

Invoices are not issued to parents of children at ACE Day Nursery. If you require assistance in calculating your fees, please let us know.

Late collection charge:

If a parent is late to pick up a child from any session, a late collection fee is applicable as follows: £5 for the first 15 minutes of delay (or part thereof) and a further £5 for each 10 minutes after that (or part thereof). These charges are at the discretion of the Day Nursery Manager and a phone call to explain any delay may avoid some or all of the charge.

Written notice:

Each child is expected to attend ACE Day Nursery for at least two months. Parents must give one month's notice in writing (this excludes closure periods) before withdrawing their child from the Day Nursery or reducing their child's sessions. The one month's notice does not include closure periods, so for example if notice is given on say Monday 12th August 2019, the nursery is only open for one week before the summer closure, so the two weeks commencing Monday 19th August – when the nursery is closed – do not count towards the one month notice period. If the appropriate notice is not given, fees for the following month will become chargeable (and will be deducted from the deposit in the case of a child leaving the setting).

Withdrawal of place:

A child's place will be withdrawn if fees are not paid in accordance with this policy document or if a child does not attend the Day Nursery for two weeks or more without explanation.

Moving to ACE Nursery School:

Children attending ACE Day Nursery will have the opportunity to move to the Nursery School at a mutually agreed date, usually in September (subject to the paragraphs below). However, the Nursery School is unable to guarantee that a child will be offered the same sessions that he/she has had at the Day Nursery or different sessions that a parent may wish his/her child to have at the Nursery School. Admissions at the Nursery School are dealt with by the Headteacher who will do her best to accommodate parental requests, but availability depends on demand in any particular year and the allocation of sessions is at the sole discretion of the Headteacher. First priority is given to children already at ACE Nursery School, then to siblings of current and ex-ACE children and children moving up from ACE Day Nursery, and then to the outside waiting list. Parents are encouraged to speak to the Headteacher about admission to the Nursery School and may also wish to seek backup childcare arrangements if they have specific requirements.

A child will only be given the opportunity to move to ACE Nursery School if he/she has attended ACE Day Nursery right up until the point of transfer, with the same sessions that he/she has had at the Day Nursery for the Summer Term prior to the transfer. If this is not the case, the child will not be offered a place at the Nursery School.

The opportunity to move up to ACE Nursery School is most likely to be offered from September each academic year. This is because the Nursery School is usually full from September each year and there are very limited opportunities to move up at any other time during the year.

A child can remain at ACE Day Nursery until the end of the term in which he/she turns three years old. If your child turns three part-way during the Summer Term, he/she can remain until the end of August and then move on to ACE Nursery School or another setting. If a child turns three during the Autumn or Spring Term, they will be required to leave ACE Day Nursery at the end of that term and will not then have any automatic rights to move up to the Nursery School the following September. A new application will need to be made to the Nursery School which will be treated as an outside waiting list application.