

PAYMENT POLICY

Wrap Around Care

- Booking forms for Breakfast and After School Clubs must be completed on a half termly basis to guarantee sessions.
- An invoice will be provided at the beginning of each calendar month for booked sessions and any additional sessions from the previous month. Payments must be made by the due date.
- Holiday Club booking forms are available prior to school holidays. A 50% deposit is required with any booking made in advance

Please see: Charges for unpaid accounts below

ASC bookings

All booked sessions are charged for.

Should parents wish to take their child out of Club to attend any after school activity, a retainer fee for the full session is to be made if you wish to keep the child's place. If payment is not made the session will be available to other parents and their children.

Discounts for After School club

A discount is available for the second child attending After School club from the same family at the same time

Nursery

Deposit required for all parents reserving sessions in nursery

A £20 deposit is required for each session you reserve, for example:

A booking for 5 sessions per week would incur a £100 deposit (£20 per session). If the parent then decides only 2 sessions are required, Appletree will refund £40 once the child has started and retain the £60 as the non-refundable portion of the deposit.

Note: Many parents reserve places, cancel or modify their requirements which impacts on offering places to other families.

Non-refundable £50.00 registration fee for all new nursery children

This fee will be charged on the first invoice. The fee is to help towards the costs for recurrent monthly administration fees required for every child.

Discounts and Holidays – Nursery only

- Discounts are available for lower income families. Discounted places do not apply to FEL sessions
- One-week holiday may be taken free of charge in any holiday year (September to September) if your child is on a full year contract
- Holiday entitlement is not available where children have a term time contract (38 weeks of the year) e.g. do not attend during school holiday and non-FEL periods.
- Appletree Childcare' Term Time runs for 38 weeks of the year in-line with the FEL schedule (this does differ from school schedules).

Free Early Learning (FEL)

For information regarding FEL, either 15 hours FEL for two, three and four year old children or the Extended FEL sessions (30 hours) for three and four year old children please see our Free Education Funding Explained Policy

Administration

Invoicing

- An invoice will be provided at the beginning of each calendar month detailing your child's booked sessions and any applicable discount. Additional sessions, fees and charges from the previous calendar month will also be noted
- Payments must be made by the end of the calendar month; the due date is detailed on your invoice
- All booked sessions must be paid for irrespective of whether your child is present or not e.g. through illness

How to Make a Payment

- Payments can be made by bank transfer, Standing Order, cash, cheque, childcare vouchers or a combination of these
- Please use your child's name or Appletree Childcare' reference (found on your invoice) as the payment reference and email us at admin@appletreechildcare.org.uk if you make a combination payment so that we can apply the payments to your account correctly
- Our preferred method of payment is by bank transfer or Standing Order Mandate (SO) please make payments to:
Appletree Childcare (Sheffield) Limited
Bank: Co Op
Sort Code: 08 -92-99
Account Number: 65739581
- Please make cheques payable to **Appletree Childcare (Sheffield) Limited**. To avoid any unnecessary bank charges, we request that all cheques should be for a minimum of £20.00
- If paying by cash or cheque, payments should be placed in an envelope addressed to 'Appletree Accounts Department' and posted in the secure box in the main building. Your child's name, Appletree reference, amount paid and any other relevant information should be written clearly on the front of the envelope.

Charges for unpaid accounts

- Should payment not be received by the due date then following procedure will come into effect:
Stage 1: A polite reminder will be issued asking for immediate payment and a late fee charge of £10 will be added to outstanding fees.
Stage 2: A payment reminder letter for outstanding monies will be by posted and emailed (if email available) requesting payment within 5 days and a warning that child/ren may be suspended until payment is made. A late fee charge of £20 will be charged id outstanding fees are not paid
Stage 3: A final reminder by post and email will be sent. A date will be issued when child/ren will not be allowed in setting unless all outstanding fees are paid in full. A further late fee charge of £30 will be charged and added to outstanding fees. County Court action may be taken and all costs sought.
- We issue receipts for all cash and cheque payments received. Please ask a member of staff for your copy. It is in your own interest to keep copies of all your receipts as they may be required for tax purposes or if there is a query on your account
- Any cheques returned 'refer to drawer' will carry a £10 administration fee. If this is a frequent occurrence we will then request you pay by alternative means
- An administration fee of £10 will be chargeable if a Tax Credit Letter is requested to show your annual payments
- The manager has the right to enforce a late charge of £10 for every 15 minutes after 6pm for late parent /carers
- Our fees are inclusive of all snacks and drinks, see our 'Food and Drink Policy' for more information. Baby wipes are also included and do not need to be provided
- Fees do not cover nappies, formula milk, meals and sun lotion

Extra Support

- At Appletree Childcare we do not provide extra care but some families may feel their child requires extra support over the adult to child ratio that is recommended by Ofsted. If families would like extra care for their child Appletree Childcare can provide this service, an ex-gracia payment will be required. Please see the nursery Manager for further information
- Parents should be aware that it is essential to book sessions in advance in order to enable us to provide appropriate staff levels
- All payments on an ex-gracia basis are to be made in advance of care

Notice Periods

- A notice period of 4 weeks is required should you wish to amend or cancel your nursery place. This will give us sufficient time to reallocate sessions and prepare your final bill.
- Cancellations can be made at any time for breakfast and afterschool club although all booked sessions must be paid for once the invoice has been issued.
- If Appletree Childcare receives no notification of why a child is absent for two consecutive weeks, then we reserve the right to cancel the place. Full payment will be required
- Appletree Childcare' fees are reviewed periodically and are subject to change at one months' notice by the Manager

Subsidised Places

- At Appletree Childcare it is our aim to support all children and families. Families who are on a low income may be eligible to a reduction to Appletree's fee structure and access a subsidized place for their child

BANDS	ELIGIBILITY	REDUCTION
BAND A	Parents/Carers in receipt of Working Family Tax Credit (WFTC) - up to 70% of fees paid. Parents/Carers who are not eligible to claim WFTC	Not applicable
BAND B	Parents/Carers who work 15 hours or less, do not receive WFTC but earn too much to receive Income Support	13% reduction
BAND C	Parents/Carers receiving no child care support, may work part time and receiving Income Support	33% reduction

- Before any reduction to Appletree's fee structure can be approved suitable proof of eligibility must be provided.
- Any Parents/Carers who feel their child may be eligible to a subsidized place should contact a member of the Management Team.
- Discounted places do not apply to FEL funded places.

See also:

Payment Methods Policy

Time Away from Nursery Policy

Food and Drink Policy

Free Early Learning Entitlement Explained

Standing Order Mandate

Privacy Policy