



Registered Charity No: 1128799

Fees and Booking Policy

Fees

Fees are reviewed by the Management Committee and if increases are necessary they will be made prior to the September term.

Bills for term-time care will be sent out prior to the beginning of each term and can be paid termly or half termly. Payment needs to be made in the first week of each term or half-term. Reminders will be sent out at the end of the 2nd week of each half term if payment is late, prompt payment is necessary to ensure efficient running of the pre-school.

Holiday club bills will be sent out with the booking confirmation and payment will be needed to secure the places.

Payment can be made by cheque or cash. We also accept payment by standing order (monthly or half-termly) or via tax efficient childcare vouchers (normally run through employers).

Government Childcare Vouchers

All 3 and 4 year old children who are eligible are entitled to 2.5 hours free childcare per session they attend, up to a maximum of 12.5 hours per week, for 38 weeks a year. The year starts in April. The 12.5 hours can be made up of either morning sessions, afternoon sessions or a combination of full day or half day, however please bear in mind that lunch will be charged for. You can of course collect your child and bring him/her back to the preschool 1 hour later if you prefer.

1 session	2.5 hours
2 sessions	5 hours
3 sessions	7.5 hours
4 sessions	10 hours
5 sessions	12.5 hours

If your child is 3 between the following dates then your child will be entitled vouchers

If your child is 3 between	They are entitled to a maximum of 12.5 hours per week from
1st January 2009 – 31st March 2009	April 2009
1st April 2009 – 31st August 2009	September 2009
1st September 2009 – 31st December 2009	January 2010
1st January 2010 – 31st March 2010	April 2010

Vouchers will be calculated based on your child's hourly rate for a given term. This amount will be deducted off your bill automatically. As the morning sessions are 2³/₄ hours the bill will reflect the outstanding amount not covered by the vouchers. Each year (starting in April) the government outlines the number of weeks per term every child is entitled to vouchers. If the

length of the Hollies term exceeds this number of weeks, then the parent will be invoiced full fees for the additional weeks. If parents find these fees difficult to pay then please see the administrator and a mutual term of repayment can be agreed.

Session Booking

Session request forms for the Autumn (September), Spring (January) and Summer (April) terms are sent out to all eligible children in preceding January. Places are allocated according to receipt of the forms and children will be placed on a waiting list for particular sessions if they can not be allocated. Each pre-school child must attend for a minimum of 2 sessions per week.

Session Cancellation

If you wish to cancel a session for a full term or half term we will need notice in writing, one calendar month prior to the start of the term or half term, via letter or email to liz.taylor@theholliespreschool.co.uk.

If notice is not received in this timeframe the parent will be invoiced for the cancelled sessions for the half term, unless the session can be reallocated to someone on the waiting list. The deposit is also non-refundable, if a place is cancelled but will be kept if the parent wishes to re-register at a later date.

Sessions for a full term or half term or holiday club can be changed or added, if spaces are available, again Liz needs to be notified in writing, in advance as early as possible.

We can not refund the cost of any session due to absence through illness, hospital appointments, holiday or school visits. If you can not attend a session in a particular week, due to personal circumstances or an emergency then a session can be swapped, at no extra charge. This change of session will be done if spaces are available and if the swap occurs within the same week. Notice must be given by the Friday of the week before, to Liz Taylor via letter or email.

Late Collection

If a child is not picked up within 5 minutes of the correct collection time, after a morning session or afternoon session there will be a £2 surcharge. If a child is not collected from an afterschool session, there will be a £5 surcharge per 15 minutes.

Please keep this policy for future reference, it will be referenced in the Agreement Form.