



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 2<sup>nd</sup> 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 has to be made at least 1 week prior to the first date of the holiday club.

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**

As from September 2010 all 3 and 4 year old children who are eligible are entitled to 15 hours free childcare per week for 38 weeks a year. The 15 hours are more flexible than the previous 5 x 2.5 hour sessions and the requirement of the flexibility is that every parent has access to free entitlement at such times which meet your needs.

This means that you have 15 hours free childcare per week and you can claim anywhere between 2.5 to 10 hours in one day in half-hour increments. The 15 weekly hours can be made up of the following sessions:

Morning session	9:00-11:30	2.5 hours
Lunchtime session	11:30-12:30	1 hour
Afternoon session	12:30-3:00*	2.5 hours
3:30 finish	3:00-3:30	0.5 hours

The sessions hours have changed to make it easier for you to access your 15 hours entitlement. If the 3:30 finish is more convenient you can opt to pick your child up at 3:30 and this half an hour can still be included as part of your voucher entitlement. This will be agreed at the beginning of each term. Please note you can now include lunchtime in the 15 hours, so you will no longer be charged for lunch if you wish to include it. Breakfast club and afterschool will not be included in the vouchers. The government have stipulated that you cannot claim more than 12.5 hours over 2 days and that you are entitled to access 15 hours free and you do not have to pay for any additional hours above 15 if you do not want to. Below is a table of how our sessions can be built up to use your 15 hours.

### **Examples of how 15 hours can be used:**

Session combination	Actual hours	Voucher hours
5 mornings or afternoons	12.5	12.5
5 mornings and lunch	17.5	15
1 day (morning, lunch and afternoon)	6	6
2 days	12	12
2 days and 1 morning	14.5	15
4 mornings and lunch	14	14

1 day is a morning pre-school, lunch and afternoon pre-school – it does not include breakfast or afterschool.

From September 2010 each parent will be issued with a termly parental contract stating the agreed number of weekly hours and what sessions you are claiming. If your weekly hours go above 15 we will also ask

you in this contract whether you are willing to pay for the additional hours. If you do not want to pay for additional hours we will specify at what session and time you need to collect your child.

If your child attends another setting you are still able to split your vouchers between 2 settings you just need to ensure that the total claimed between the two settings is 15 hours.

If your child is 3 between the following dates then your child is eligible for the free entitlement:

<b>If your child is 3 between</b>	<b>They are entitled to a maximum of 15 hours per week from</b>
1st April 2010 – 31st August 2010	September 2010
1st September 2010 – 31st December 2010	January 2011
1st January 2011 – 31st March 2011	April 2011

Each year (starting in April) the government outlines the number of weeks per term every child is entitled to free early years education. The Hollies will have set term times to coincide with this number of week. Where these terms do not match school term dates then the additional weeks will be run as a pre-school holiday club split by pre-school sessions (breakfast, morning, lunch, afternoon, afterschool) so parents can access childcare for the same days and sessions through the additional weeks. These additional weeks will be invoiced according to our fees.

If parents only wish to access free childcare and do not pay any fees throughout the course of the child's time with the Hollies then the £25 deposit will be refunded at the end.

### **Session Booking**

Session request forms for the Autumn (September), Spring (January) and Summer (April) terms are sent out to all eligible children in preceding April. We aim to allocate places according to school entry year and order of receipt of the forms whilst providing pre-school childcare for 2 years. Children will be placed on a waiting list for particular sessions if they can not be allocated and will be contacted if spaces become available. 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](mailto:liz.taylor@theholliespreschool.co.uk).

If notice is not received in this timeframe the parent will be invoiced for 50% of 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.

If a holiday club session is cancelled after payment, payment can not be refunded. If payment is not made at least one week prior to the start date of the holiday club, and a session is cancelled then payment still needs to be made in full.

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.***