



Fees and Payment Policy

Purpose of the Policy

This document outlines all details related to the fees I charge for my childcare services, how you can make payments, and the associated terms and conditions, including the consequences of non-payment of fees.

It is important that you read through this Fees and Payment Policy carefully and understand the terms and conditions before entering into a childcare contract.

If fees are not paid in line with the terms and conditions below, I reserve the right to terminate the provision of care immediately and seek legal action to recover any outstanding payments and associated costs.

Starting at the setting

I offer places on a first come, first served basis. However, where there is a sibling already at the setting, I will prioritise ensuring that a place is available to them as soon as possible.

Deposits

If you would like to secure a place ahead of your child starting at the setting, you may pay a deposit to reserve your child's place for an agreed start date up to one month in the future. This deposit will be two weeks of normal fees calculated using the child's requested weekly sessions.

In the unlikely event that I am unable to offer the place on, or before the agreed start date, the deposit will be returned in full. If you cancel the requested place on, or before the agreed start date, your deposit will be retained.

The deposit may need to be adjusted if you change your child's days or hours before the agreed start date.

Please see 'Deposit Fees' for further details.

Registration fee

There are no registration fees. Any costs for setting up your child's place will be covered by the general fees.

'Settling in' sessions

It is an important part of starting at a setting that both parent and child feel comfortable and settled during the transition of care. We are able to tailor the 'Settling in' sessions to you and your child's needs.

As a minimum I recommend:

- 1 hour with parent and child.
- 1 hour with child (option for parent to be present for the first 15 minutes).
- 2 hours with child (no parent present).

The first four hours of 'Settling in' sessions are free of charge. If your child does not seem to be settling well, I may ask you to bring your child for further 'Settling in' sessions. You can also request additional 'Settling in' sessions if you are worried about your child's adjustment.

If you would like to book further 'Settling in' sessions, please let me know. They will be charged at the normal hourly rate and billed in advance of the sessions taking place.

Settling-in period

From the agreed start date, there will be a 4-week settling-in period. During this time contracts can be terminated at any time by either party without prejudice or reason given.

Please see 'Contract Termination' for further details.

General Fees

Childcare is provided between 7.30am and 5.30pm.

7.30am – 5.30pm
£5.50 per hour or £55 day rate

Full fees are charged while child attends nursery or pre-school.

Calculating fees on hourly rates

Fees are rounded up to the hour. For example:

- If a child is booked to attend from 8 am to 5:30 pm, 10 hours will be charged.
- If a child is booked to attend from 8 am to 5:30 pm but the parent arrives at 5 pm, 10 hours will be charged.
- If a child is booked to attend from 8 am to 5:30 pm but the parent arrives between 5:30 pm and 6 pm, 10 hours will have been charged in advance and 1 hour will be invoiced at the booked or non-booked overtime rate.

The Attendance Register, which must be completed at the beginning and end of each session, will show the exact time each child arrives and leaves the premises. This register can be consulted at any mutually agreed time in case of a query over hours.

Additional charges

Provider holiday: No charge.

Provider illness: No charge.

Provider occasional days off: No charge.

Provider training days: No charge.

Provider forced closure: No charge.

Child or family holiday: Half fee if 4 weeks' notice is given in advance. Full fee if fewer than 4 weeks' notice is given.

Child or family illness: Full fee.

Child or family occasional days off: Half fee if 4 weeks' notice is given in advance. Full fee if fewer than 4 weeks' notice is given.

Overnight care: Service not offered.

Weekends: Setting Closed. In exceptional circumstances, care will be charged at double normal fees.

Bank Holidays: Setting Closed. In exceptional circumstances, care will be charged at double normal fees.

Public Holidays (Christmas Day, New Year's Day): Setting Closed.

Child's Home Collection or Drop off: Service not offered.

Outings: no charge for routine outings; a contribution towards entrance costs will be requested for special outings, which will be discussed in advance.

Early Or Late Charges & Overtime

- **Unagreed early arrival or late collection:** £5 for each 15-minute interval.
- **Booked overtime within opening hours:** Normal hourly rate.
- **Non-booked overtime:** £6 per half hour.

Overtime will not always be available as I am legally required to work within Ofsted ratios. I will inform Ofsted and my insurance company if non-booked overtime takes me over the legal ratios.

Note: Non-booked overtime must be paid in cash on collection of your child. Card payments are not accepted for overtime charges. Please consider possible late collections when booking contracted hours to avoid non-booked overtime or late fees.

It is important you let me know as quickly as possible if you are going to be late, so I can reassure your child.

For the full procedure followed when a child is not collected at the agreed time, please refer to my Child Attendance Policy.

Meals and Snacks

Meals and snacks are offered at regular intervals to meet the needs of growing children, as follows:

- **Breakfast** is provided for children who arrive before 7:45am.
- **Morning snack** is served at 10:00am.
- **Lunch** is served at 12:00pm.
- **Afternoon snack** is served between 4:00-4:30pm.

For children who are in the weaning stage, parents are required to provide baby milk, formula, or weaning snacks as appropriate to their child's dietary needs. Once a child is fully weaned, breakfast and snacks are included in the standard childcare fees.

Parents are asked to provide a healthy packed lunch for children attending during the day. Please inform me of any dietary requirements, allergies, or food intolerances so these can be accommodated.

Fresh drinking water is readily available to all children throughout the day, served in age-appropriate cups or beakers to support independence and hydration.

Other fees information

Funded sessions

I am registered with my Local Authority to offer funded sessions for children aged 9 months to 4-years-old. Any additional hours you wish to book, as well as meal times, will be charged at the published rates.

Funded sessions are provided during term times only. Term times total 38 weeks of the year. Please be aware that funded hours are only paid by the Local Authority for sessions your child actually attends. If your child is absent during a funded session — for example, due to illness or a family holiday — those funded hours are lost and cannot be reclaimed or transferred to another week. In these circumstances, you may be liable for the cost of the missed session at the published hourly rate.

Part-time care

I am happy to offer part-time hours and strive to be as flexible as possible. However, to deliver the Early Years Foundation Stage (EYFS) for children aged from birth to 5, I require a minimum attendance of 2 hours per child per session, totalling a minimum of 8 hours per week.

Extra expenses

Extra expenses will normally be agreed upon in advance. However, this is not always possible. Sundry expenses might include items such as ice creams, sun cream if not supplied by parents, and emergency supplies of nappies or baby food. Payment for these will be requested on the next invoice.

Holiday Clubs

During school holidays, the setting offers holiday club sessions on Tuesdays, Wednesdays, and Thursdays, 7.30am to 5.30pm. Holiday club is available during school holidays on which the setting is open.

A full day rate is charged for all holiday club attendance, regardless of your child's actual drop-off or pick-up time.

Holiday club days are planned around outings and activities. Where an outing requires a specific departure time, parents will be given advance notice and asked to ensure their child arrives accordingly. All planned outings will be discussed and agreed with parents before the holiday commences.

Booking and Priority

To register your interest in holiday club places, you must do so either during your child's initial registration or at least 4 weeks before the start of the relevant school holiday. Registrations received after this point cannot be guaranteed a place.

Priority will be given to children who attend the setting on the same days during term time. For example, a child who attends on Wednesdays in term time will be given priority for Wednesday holiday club sessions. If you do not register your interest within the 4-week window, your child's priority will lapse and their place cannot be guaranteed.

Places are subject to availability and will be confirmed 2 weeks before the holiday commences. Fees for confirmed holiday club sessions will be invoiced in the normal monthly billing cycle.

Planned Setting Closures

At the start of each academic year, I will provide all parents with a schedule of planned setting closures for that year. This will include any school holidays during which holiday club will not be running, as well as any other dates on which the setting will be closed. As much notice as possible will always be given of any unplanned closures.

Where a planned closure falls on a day for which your child receives funded hours, I will offer an alternative session on a different day where possible. If an alternative cannot be arranged, the funded hours for that session will be returned to the Local Authority.

Payments

Paying fees

Fees are payable by the 1st day of each month and will be invoiced a minimum of 10 days in advance of payment date.

Fees cover all contracted hours for the following month and are payable in advance monthly. Weekly payments may be arranged by exception.

Please remember that the hours charged are the hours held by me for your child's sole use.

Contracted hours are payable regardless of late arrivals, early collections, you or your child's illness, occasional days off, etc. Any additional charges incurred, or discounts added during the month will be added to the next available invoice on a pro rata basis, with the exception of non-booked overtime which is payable in cash on collection of your child.

Payment options

I accept bank transfer (BACS, standing order), cash, credit or debit cards, vouchers or a combination of these methods. I do not accept cheques.

Please remember that you are responsible for paying your fees, liability does not fall to Tax Credits, Universal Credit, Care to Learn or voucher companies. If payments are late, it is your responsibility to ensure that payment is made to avoid termination of the contract.

Sort Code – 04-03-33

Account Number – 37441320

Account Name – Little Wildflowers Childcare

Note: These bank details will not change without prior written notice. If you receive any communication asking you to use different details, please contact me directly to verify before making payment.

Deposit Fees

Non-Funded Places

On the agreed start date, your deposit will be credited against your first fees invoice, minus any other charges. Any remaining fees to complete the current month will be invoiced on the start date and are payable within 1 week.

For example:

- If your child's start date is the 7th February, your deposit will cover the 7th-21st February, with a pro rata invoice presented on the start date for 22nd-28th February, payable within 1 week.
- If your child's start date deposit provides payment across the 1st of the month, the remaining pro rata amount will be deducted from the following month's invoice.

Funded Places

After the agreed start date, your deposit will be refunded to you. This will be processed and confirmed to you in writing within 5 working days of the child starting at the setting. Please allow 3-5 working days for the refund to arrive in your account after receiving confirmation of its return.

Help with fees

Tax-free childcare might pay a percentage of your childcare costs, depending on joint family income. Advice can be found here - <https://www.gov.uk/help-with-childcare-costs/approved-childcare>. If you need help with claiming Tax-free childcare or other benefits (letter writing, confirmations of invoices/amounts charged, etc.), please let me know.

Problems paying fees

Please let me know as quickly as possible if you are having problems paying your child's fees. I will work with you to resolve the issue and provide reasonable solutions or adjustments. Please see 'Unpaid fees' for what happens if your fees remain unpaid.

Unpaid fees

You will be made aware in writing if your fees have not been received on the 1st of the month. Fees paid later than the 1st of the month will be charged a late payment fee of £5 per working day, to a maximum of £25.

If fees have not been paid by the end of the first week of the month (i.e. by the 7th), the contract will be suspended and care for your child will cease until payment has been made. If the fees remain unpaid one month after the missed payment your contract will be automatically terminated and legal recovery of the debt will commence.

Any legal action and the recovery of the debt might impact your credit score.

Contract Termination

During the 'Settling-in' Period

If the contract is terminated by the provider during the 4 weeks following the agreed start date, any money paid for sessions that have not been attended will be refunded by the last agreed working day of the contract. If money has been paid by childcare voucher, I am required to refund the childcare voucher to the provider for tax reasons.

Any overtime or additional charges owed will become immediately payable or will be deducted from any deposit or money refunded, if applicable.

If you end the contract during the first four weeks following the agreed start date, full payment for the sessions booked will be retained as the sessions have been provided for the sole use of your child.

After the 'Settling-in' Period

Contract termination must be given in writing with a minimum of 4 weeks' notice by either party. The termination period does not include booked holiday days or weeks. The termination period is chargeable at the normal rates, regardless of child's attendance.

All fees must be paid in full before the contract termination date. Any additional costs incurred during this period are payable immediately.

If any fees are outstanding at the contract termination date, including any fees in lieu of notice, you will be acting in breach of contract. In such an instance, I reserve the right to seek legal advice and pursue the recovery of the debt as outlined in 'Unpaid fees'.

Fees Review

Fees are reviewed annually in August. You will be informed in writing if fees are changing. This will be given a minimum of 4 weeks' notice so you can adjust your chosen payment method, including childcare vouchers, tax-free childcare, etc.

Publication & Version History

Version	Date	Description of Change
1.0	05 June 2025	Initial publication
1.1	03 June 2026	Added Holiday Clubs section with booking, priority, and outing procedures. Added Planned Setting Closures section including funded hours provision.
1.2	04 June 2026	Editorial review: corrected cross-references. Fixed typos and punctuation throughout, tightened notice-period wording for holiday and occasional day absences, clarified cash-only requirement for non-booked overtime, added allergy and dietary disclosure prompt to Meals and Snacks section, added bank details fraud-warning note, split overtime notes into separate paragraphs for readability.
2.0	05 June 2026	Annual review and sign-off.

Next Scheduled Review: 05 June 2027

This policy is subject to ongoing revision. Minor amendments may be made between annual reviews and will be recorded in the table above.