



ADMISSION AND FEES POLICY

Statement of intent

Our setting is committed to providing a fair and open admission system that offers a high quality service.

Aim

We aim to ensure that all children and families have access to the setting through open, fair and clearly communicated procedures. We both encourage and actively support eligible parents/carers claiming and taking up any funding, credits or other financial aid to access our services.

Methods

Admissions

When a parent/carer contacts the setting enquiring about a place for their child, they will be given all the relevant information they require in our Parent/Carer Information Pack, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available, the family will be invited to visit the setting and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the relevant forms.

Once the admission is secure, a designated member of staff will contact the parent/carer concerned to arrange a date home visit and for the child's trial sessions at the setting. At this stage, the provisions of the Settling In policy will come into operation.

Waiting list

To ensure that admissions are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be asked to complete all the usual registration documents and to submit their request for a place for their child in writing to the Manager. The details of this request will be placed on the waiting list, in the date order that they are submitted.

- The waiting list will be kept and used on a 'first come first served' basis. The nursery will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the setting.
- Whilst families are waiting for a place to become available at the nursery they will be asked to contact the nursery periodically to renew their interest in the place and to update the original information provided if necessary (eg change of phone number etc).
- When a vacancy becomes available, a designated member of staff will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the remainder of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.
- The only exception to the above system relates to children at risk. Children who are placed in the nursery by the local authority will automatically be given priority status.

Fees

We recognise that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is expensive and to ensure the continued high standards and sustainability of the service, we must ask that parents/carers respect our policy in respect of fees.

- Information summarising our procedures regarding the payment of nursery fees are documented in our Parent/Carer Information Pack and Welcome Pack. These packs also include general information about how to reduce the costs of childcare including working tax credit.
- The level of fees will be set by the person in charge and reviewed annually in the light of the setting's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees must be made in advance of care. Monthly invoices are issued on or around 14th of each month, prior to the start of the care period, invoices for 'ad hoc' care or hot meals may be received at other times of the month. Each family will receive an invoice detailing the amount payable and the date by which the fees must be paid by. Invoices will be emailed to the email address we hold on record. Some invoices may be posted to the appropriate person or organisation responsible for paying the fees if no email address is available. Failure to receive an invoice does not mean that the fees are not payable. Any family or person responsible for paying nursery fees must notify the nursery of any change of contact details, or if they have not received, or misplaced their invoice. Under these circumstances a new invoice will be issued.
- If the fees are not paid on time, the person in charge will notify the parent/carer and request payment at the earliest possible opportunity. Unfortunately, the nursery will not be able to

care for the child until the fees are paid in full. We reserve the right to refuse childcare or terminate the child's place if payment is not received within a reasonable period.

- If fees are paid persistently late or not at all without any explanation, we will be forced to terminate that child's place.
- Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making payment on time.

We accept childcare vouchers to help parents take advantage of lower childcare fees and payment through the Government Tax Free Childcare Scheme. Nursery fees are paid two to three weeks in advance. We send out an invoice in advance of the payment period and families pay their fees direct to the nursery. Payment can be made by BACs transfer or standing order.

Four weeks written notice is required to cease registration or to make permanent alterations to booked sessions. Hot meals are ordered in advance; 14 days' notice is required to cease pre-ordered hot meals. Payments of fees and hot meals due during the notice period must still be paid, regardless of whether the child attends the setting.

- Please note, in the case that a child is absent due to illness, holidays or for any other reason, the nursery fees are still payable.
- The nursery is closed on all public and bank holidays. No fees will be charged to clients during this period.

This policy was reviewed on 20 November 2019