

Fee and Payment Policy

There are 3 terms; they fall roughly as indicated below.

Autumn term: September to December (half term - end Oct)

Spring term: January to April (half term - mid Feb)

Summer term: May to July (half term - end May)

Invoices

Fees will be invoiced monthly.

All invoices should be settled so as the fees reach our account by the 7th day of the month that the invoice applies to.

The invoice will cover the child's regular hours and any lunches they attend for. Any extra hours will be invoiced each week, for immediate payment, unless agreed by the manager.

Fees are reviewed twice a year. Currently morning sessions are £29.10 and afternoon sessions are £25.50. Breakfast Club is charged at £6 per session per child. Lunch supervision is charged at £4.50 per session per child.

Notice of changes

A half terms notice is required if your child is leaving or reducing your sessions at pre-school, due to staffing needs. If less notice is given, we still require payment for the notice period and/or EYFE grants claimed.

Early Years Free Entitlement.

Some children could be entitled to free hours from the County Council under the FEET programme. Please see our notice board and Surrey County Council's website for more details.

All children aged 3 and 4 are entitled to 15 hours free care and education which is funded by Surrey County Council. Parents can apply for this Early Years Free Entitlement and use them at Banstead Bunnies. We will provide you with forms for this entitlement and claim the 15 hours directly. Therefore, you will not be charged for this time.

All additional hours will be charged at the standard fee rates for mornings and afternoons. These currently stand at £29.10 for a morning session and £25.50 for an afternoon session.

Those families who are eligible for the 30+ hours of entitlement must ensure they submit their validity codes to the manager well before their "Grace period".

It is the parents' responsibility to recheck by the date given to them from Surrey County Council for them to continue to claim these hours,

and to inform the management that they have rechecked their dates and the new validity end date. Any removal of the entitlement/non-valid codes/missed the grace period and families will have to pay for the additional sessions taken for the rest of the term. Failure to agree to and comply with this need to payment will result in your child not being allowed to attend their sessions.

Fees unpaid and arrears

Fees that remain unpaid (not cleared in our account) after the 'pay by' date (7th of the month) will jeopardise your child's place, and the management reserves the right to refuse access to sessions until the account is settled.

We hope you will appreciate that we are unable to allow fees to slip into arrears, as we have regular bills and wages to pay. If you have a genuine issue with payment, please speak with the manager before the 7th.

If paying with childcare vouchers please ensure you initiate this payment so it clears our account by the 7th, as these can take 5 days to be credited to our account. As with late cash payments it could result in your child being refused entry to their session.

Any fees unpaid by the end of term will result in debt collection, and any expense this incurs will be added to fees.

Fees during absence.

If your child is absent from the nursery during term time due to sickness or holiday the full fee must be paid for your child's place.

Nursery holidays and closures.

We are open for 38 weeks per year. The holidays are fixed by Surrey County Council and fall within the local school holidays at Christmas, Easter, and Whitsun and in the summer.

You will be given advance notice of any closure needed for specific staff training or polling days. Fees are not charged for these days.

In extreme circumstances there may be unplanned closure of the preschool due to snow, floods, staff shortages, failure of services, national pandemics natural disasters, etc. fees will **not** be refunded in these circumstances.

Where possible we will as a good will gesture try to replace your child's missed sessions, but it is at the Manager's discretion and may not be possible.