



Administration – 6.2 Fee and Payment policy

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Policy Statement

Starlings Preschool understands the cost of childcare can seem expensive to parents / carers. However, providing a high quality, safe and stimulating environment is not cheap. In order to ensure continued high standards and sustainability of the setting we ask parents / carers to comply with this policy.

Procedures

All our preschool sessions are chargeable unless they are covered by Early Years Education funding. Such instances where funding does not cover the session fees are: if a child's funding is allocated to a different provider, if the child begins attending preschool sessions before they become eligible for funding, or if the child attends for additional sessions.

Absence due to illness or holiday cannot be made up or fees refunded. If your child is absent for any length of time for reasons other than illness, it is up to the committee to decide whether to keep the place open.

If you wish to withdraw your child from the preschool, or to alter the sessions they attend, then notice of at least one-half term is required or you will be liable for any fees due.

- You will receive your invoice weekly. Fees are payable where possible in advance. You have 2 weeks to submit your payment.



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- You will receive a receipt for your payment, if you have not received this within 2 working days of your payment being made, then please contact the Administrator straight away to ensure payment has been received.
- If you are having difficulty paying your fees you must contact the Administrator immediately to arrange a payment plan.
- If no payment has been received within the 2-week timeframe, you will receive another invoice requesting immediate payment. At this point the preschool reserves the right to re-allocate your child's place.
- If still no payment is received, you will be contacted to set-up a payment plan.
- If payments are not met as detailed in your payment plan, then we reserve the right to decrease your child's hours / suspend attendance until the child is eligible for EYE funding / re-allocate your child's place. You will however still be liable for the sessions your child has attended and will be expected to have cleared this balance before your child returns to the Pre-School.
- In any event, a £10 charge (at the discretion of the Management Committee) will be incurred for late payment of fees if they are still outstanding at the end of the half term.
- We take a £10 administration fee at the start of each child's acceptance at preschool. This covers any paperwork/time that been spent on the child's documents and includes a polo-shirt (uniform).

Methods of payment:

Cash - we have unlimited change and are therefore not able to give it back to you, so please ensure you have the correct amount, any credit will be carried over to the following half term and deducted off of your next invoice.

Cheque - Please make cheques payable to 'Starlings Preschool'.



BACS – Bank account details – please ask for these from the Administrator.

Childcare Voucher - We understand in some cases it takes time to build up the required amount to make your payments in this way, but we ask that you communicate to us if there is going to be a delay. Please contact the Administrator to confirm the supplier you are using.

Exceptional Family support

Our aim is to support families at times of exceptional hardship or distress and offer additional support to families at such times. As a charity which exists for the benefit of local children, we anticipate that this policy would be used to in some way ease the pressure on families and therefore children at exceptionally difficult times.

We have regular formal and informal contact with families to try to ensure we have as much information about their situation as possible. Where this information leads us to believe exceptional support may be appropriate, staff are to discuss this request with the manager. If the manager agrees exceptional support is appropriate, a request in writing is made to the chair, outlining the forms of support proposed and the reasons for it.

- Situations in which exceptional support maybe situations affecting a family’s ability to offer a secure, settled & stimulating environment for pre-school children. Examples could be, but are not limited to:
 - Bereavement
 - Ill health
 - Accommodation issues
 - Emergency situations/disasters
 - Financial hardship alone **will not** qualify for Exceptional Support as children are supported by EYE grant

Staff are encouraged to consider whether the circumstances of the request are such that support from Children’s Services might be required, or a referral to the Child Protection team is appropriate. A child’s welfare must remain our primary concern.

- Examples of exceptional support may include the provision of additional sessions without notice or charge. In this instance the setting must ensure that Statutory adult: child ratios are never compromised.



The Chair and committee will consider the request and may exercise their discretionary right to approve the request by signing the letter which is placed in the child's file. Relevant staff (e.g., door staff) and the Financial Controller are to be advised of the decision. The approving of exceptional support is entirely discretionary and there are **no circumstances** in which it is guaranteed. The decision will also consider the organisations ability to provide the support without affecting the provision for all children.

This policy was adopted by Starlings Preschool

On 6th September 2021

Date to be reviewed

Signed on behalf of the management committee

Name of signatory Tricia Hunt

Role of signatory Chairperson