

**Ramillies Hall Nursery**

# **Fees Agreement**

## **Terms and Conditions**



### **Introduction**

At Ramillies we aim to give parents clear, concise information about fees and our expectations in relation to payment. We would ask therefore, that parents read the following information carefully.

### **Registration and Sign-up Fee**

- A non-returnable registration fee of £50.00 is required at the point of registration to secure a child's place. The fee can be paid in cash, or via internet banking.
- A place will not be guaranteed until the registration fee has been paid and an entrance form completed and returned. This should include an indication of your desired provisional start date.
- We reserve the right to re-allocate your child's place to another family if you fail to take up the place on the agreed start date without prior notification to the Nursery Manager.
- If you defer taking up a place, there will be a charge of £50 per month to keep that place open.
- We require sight of your child's birth certificate as a form of identification and to verify date of birth.

### **Provision of Childcare**

- Childcare facilities will be provided in the nursery at the agreed times, except when the nursery is closed. (Parents will be informed of closure times via email and Family and the information is available on the website.) We endeavour to provide you with as much notice as possible should there be any changes to the days on which the nursery is closed.
- If the nursery closes due to unforeseen circumstances, parents will be informed as soon as reasonably possible in accordance with our Closure Policy. We will not be liable for any losses or additional childcare costs you may incur during these periods.
- Full Year and Term Time sessions must be taken in accordance with our advertised session times and packages and must meet minimum session requirements. Details about terms and closures can be obtained from the Nursery Office and on the Website.

### **Booking Patterns**

- All changes to sessions must be agreed with the Nursery Manager in advance, and requests for any changes must be in writing. All parents must give a minimum of 2 weeks' notice if they wish to change their child's hours.
- Termly Children – Changes to sessions can be made on a termly basis, with changes coming into force at the start of the following term.

- All Year Children – Changes to sessions can be made on a calendar monthly basis, with changes coming into force at the start of the following month after a 2 week notice period.
- Grant Children – Changes to sessions can be made on a termly basis, with changes coming into force at the start of the following term.
- All Year Grant Children will not be able to change their attendance to a Termly Grant place.
- Any change in sessions at other times is subject to a 2 week notice period and a £20 administration charge. An exception to this will be made during a child's first month with us, where a best fit pattern of attendance is still being established.
- Sessions can be increased only where spaces are available and with the agreement of the Nursery Manager.
- Children must be dropped off following the start time of each session and collected before the end of each session.
- For a collection due before 6.00pm there will be a late collection charge of £3.00 for each 15 minutes or part thereof for children not collected by the end of the session or agreed collection time. After 6.00 pm the charge will be £10 per 15 minutes.

### **Minimum Attendance**

- Non Grant:
  - Termly Children must attend a minimum of 5 sessions (25 hours) a week.
  - All Year Children must attend a minimum of 4 sessions (20 hours) a week.
- Grant
  - Termly Grant Children must attend a minimum of 6 sessions (30 hours) a week.
  - All Year Children must attend a minimum of 5 sessions (25 hours) a week.

### **Charging of Fees**

- Fees are calculated on a weekly basis and will be notified to you when sessions have been agreed prior to your child starting at the nursery.
- Fees are charged for 50 weeks of the year for children attending all year, September to August. A limited number of term time only places are available, and these are charged at 39 weeks per year, unless the request booking pattern means that a child will attend more than 39 weeks.
- Fees are chargeable monthly in equal instalments. For full year children these are calculated by multiplying the weekly fee by 50 then dividing the amount by 12. For term time children, the weekly fee is multiplied by 39 and divided by 11 (there is no payment in August for these children).
- A full schedule of fees and charges is available on request and via Famly.
- There will be no refund of fees for periods of family holiday or sickness.
- Breakfast is provided at our Breakfast Club which is available as an addition to our standard packages.
- We reserve the right to review the fees at any time but will give you no less than one month's prior notice to any change taking effect.

### **Early Years Funding Scheme**

- Children are currently eligible for government subsidised nursery education from the start of the term following their third birthday. This is “Universal Funding”, expressed as 15 hours per week for 38 weeks per year.
- Some children are also entitled to extended funded hours (the “30 hours” offer) subject to criteria laid out by the Government. Each setting can determine how these hours are arranged, and Ramillies will “stretch” the funding across the eligible terms.
- The Nursery will offer the extended entitlement to all eligible children, subject to a minimum number of sessions attended. Parents are entitled to split funded hours between two providers but must inform both providers that they are doing so.
- There is a limited number of termly grant places available.
- Parents will not be able to change from All Year to Termly whilst on grant.
- Our Early Years Funding packages are set out clearly in our fees schedules.
- Funded hours are also provided for some 2 year olds, subject to Government criteria. To find out more, visit [stockport.gov.uk](http://stockport.gov.uk).
- Parents must provide information and complete the Stockport Parental Funding Agreement every term to be eligible for funding.
- Parents accessing either 2 year old or extended funding must provide the nursery with their eligibility code, sight of the child’s birth certificate and the date of birth and national insurance number of a parent who applied for the funding. In addition, if funded hours are split with another provider we will need details of this. Unless we receive all this information, the funded hours will not be applied.
- It is parents’ responsibility to check eligibility and apply for these extended entitlements before deadline dates set by HMRC. The nursery will hold no responsibility should parents neglect to renew the code and lose their funding.
- We request that parents notify us should any circumstance arise that may affect their ability to claim their funding.

## **Payment of Fees**

- Invoices are sent out via Famly to parents’ email addresses.
- Fees are payable monthly by the fifth working day of the month.
- Fees can be paid in cash to the office or through your internet banking provider, or by standing order.
- We also accept settlement of either part or full payment of fees by external funders, including recognised childcare voucher providers (CCV) or Tax Free Childcare accounts (TFC); however this arrangement must be notified in advance to the nursery office.
- Payments made by CCV or TFC may take a week or so to reach the Nursery Account so may not be reflected immediately in statements accessed by parents.
- All payments, in whatever form, must be identified clearly with the child’s full name, so that they can be allocated correctly in our records.
- Parents can check their current balance and previous payments and invoices through their Famly login. If parents have not received login details please contact the Nursery Manager.
- Parents are encouraged to speak to the Nursery Manager if they have any query about their child’s fees, or if for any reason they are likely to have difficulty in making a payment on time. Parents are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid late payment charges and jeopardising their child’s place at the nursery (see below).

- If payment is not received by the due date, a reminder note will be sent via email or Famly to parents. Where parents have a query, this should be raised at this point (or earlier if possible) so that we can work together to resolve it.
- If payment has not been received by the end of the calendar month in which it was due, a formal debt resolution letter will be sent to parents and late payment surcharges of £20 per week will be added until the account is up to date.
- If the full payment has not been received or a settlement agreement has not been reached, after a further 2 weeks, the debt will be put into the hands of our accounts department. At this point, parents may be asked to withdraw their child from nursery until the debt is settled. The accounts department may also choose to instigate legal proceedings through an external debt collection agency, which will incur additional late payment charges and a debt collection fee.

## Termination

- If you wish to terminate this agreement and remove your child from Nursery, you must give at least one month's notice in writing if your child attends all year and at least a term's written notice if your child attends termly. You will remain liable for fees throughout the notice period.
- If notice is not given, you will be liable for fees for the following month or term, as applicable.
- You may end this agreement and remove your child without giving notice in the event that we breach any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period of you drawing it to our attention.
- We reserve the right to immediately terminate this agreement and withdraw your child's nursery place if:
  1. You have breached any of your obligations under this agreement and you have not or cannot put matters right within a reasonable period of us drawing it to your attention.
  2. You behave in an unacceptable manner. We will not tolerate any physical or verbal abuse toward staff, children or other parents/carers within our nursery.
  3. Your child's behaviour becomes unmanageable and is causing harm or distress to others provided that the nursery has worked in partnership with you and implemented strategies to support the child and that these are deemed not to be working or are no longer tenable.

**We reserve the right to amend these terms and conditions and will provide a minimum of one month's notice prior to any changes.**

We have read this Agreement and will comply with the terms and conditions set out above. We understand that any failure to do this may result in the loss of our child's place at Ramillies Hall Nursery.

Signed \_\_\_\_\_ Parent / Carer                      Date \_\_\_\_\_

Signed \_\_\_\_\_ Parent / Carer                      Date \_\_\_\_\_