

## Booking and Charging Policy

### Opening times

**Saddlebow Road centre is open from 8.00am – 6.00pm Monday – Friday for 50 weeks per year.**

**Church Lane centre is open from 8:00am – 6.00pm Monday to Friday school term time.**

### Bookings:

All bookings are based on term time dates (see Norfolk County Council's calendar). A separate booking form must be completed for all childcare required during the school holidays; note we have a shut-down period over the Christmas break and 3 INSET days per year.

For working parents time can be booked to meet parents working hours by completing a booking form – this can be either a paper or electronic form which every is more suitable. Once the booking has been confirmed the cancellation period is 4 weeks in writing to the centre leader at Saddlebow Road.

Changes to bookings can be requested as long as places are available. There will be no refunds if changes are made within the same calendar month and the hours are less as a result of the change.

### Charges:

Fees are reviewed periodically to cover any rising costs and/or change in legislation. Parents will receive the new price list in advance of these changes being made.

#### Fees and times as of 6<sup>th</sup> September 2021

<p><b>Breakfast Club Saddlebow Road/Church Lane</b>  <b>8.00am – 9.00am</b>                  Including light breakfast,                  1 hour of care and / or transport to school</p>	<p><b>£4.15 for the hour</b>  <b>(Minimum of 1 hour charged)</b></p>
<p><b>Hourly rates for all areas Saddlebow Road</b>  <b>Tiny Owls: Barn Owls: Snowy Owls and Wise Owls</b>  <b>8:45am – 6.00pm</b>  <b>Church Lane: Tiny Owls, Little Owls and Tawny Owls</b>  <b>8:45am – 6.00pm</b></p>	<p><b>£3.95 after 8:45am</b>  <b>minimum of 1 hour charged</b></p>
<p><b>After School Club</b>  <b>Saddlebow Road 3.00pm - 6.00pm</b>  <b>Church Lane 3pm – 6.00pm</b>                  Including snack and collection from school</p>	<p><b>£3.95</b>  <b>minimum of 1 hour charged</b></p>
<p><b>Holiday Club (Saddlebow Road)</b>  <b>(Out of school term time 9am -6pm )</b>                    booking necessary – minimum of 1 hour charged                  (Note the hour between 8 and 9 am will be charged at £4.15)</p>	<p><b>£3.95 after 9am</b></p>
<p><b>Cooked Lunch only available at Saddlebow Road</b>  <b>Varying menu –limited places must be booked all booked lunches are chargeable</b></p>	<p><b>£2.10</b></p>

**Joining Fee:-** You will be required to pay a £100.00 joining fee for a full time place for non-funded hours and £50.00 for a part time place which will be returned to you either when your child leaves or at the point that you no-longer are required to pay fee's.

All sessions and hours that are booked are chargeable; you will be invoiced for these fees by email at the end of the month and payment is due within 10 days.

**Shift patterns:-** 50% of childcare fees will be charged for any unused hours a child does not attend due to alternating shift patterns.

**Absence for holiday or sickness:-** Payment for absence for holiday and sickness will apply as detailed. Sessions that are booked and not attended owing to illness will be charged at the normal hourly rate. Holiday in term time will be charged unless we have been notified 4 weeks in advance.

If a child is absent for more than four weeks and the centre lead at Saddlebow Road has not been informed as to why the child is absent – the place will be cancelled. Parents will have to inform the centre lead at Saddlebow Road in writing to hold a place for longer periods of non-attendance and discuss any payment required or the need to put child back onto the waiting list.

### **Early Years Education Funding places:**

The 15 hour 2, 3 and 4 year old free entitlements or 30 hour funded entitlement will be delivered consistently so that all children accessing these entitlements will receive the same high quality and access to provision, regardless of whether they opt to pay for additional hours, services, or meals.

Government funding is intended to be free at point of delivery and cover the cost to deliver 15 or 30 hours a week, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours or additional services. A 'top up' fee is not charged unless additional hours are attended. Additional hours and services will be charged at the current hourly rate where hours are not funded as Early Education / 30 hour funded by the Local Authority.

Our notice period for Early Education / 30 hour funded places is four weeks.

Charges for additional services such as trips will be agreed in advance with families.

The following charges apply when taking a free funded entitlement place –

Cost of Hot Lunch: £2.10 (It may be possible to waive or reduce these costs in exceptional circumstances, please discuss this with the centre lead).

Note Families are able to supply a packed lunch from home but we are unable to cook or reheat foods.

**Payment:-** All families will be issued an invoice monthly unless the balance equals zero. The invoice will be itemised to provide clear and transparent information concerning the charges as agreed in the parent contract. It will allow parents/carers to see that the entitlement is received completely free of charge and understand additional fees that have been applied. These invoices will be emailed at the end of each month period and payment is required in 10 days payment can be cash, by cheque, direct debit from your account or childcare vouchers.

***None payment of fees will result in the child's place being withdrawn.***

Detailed receipts will be issued for all cash and cheque payments.

### **Overdue Fees:**

As a registered charity, we are dependent on the fees paid by the parents – as such prompt payment is essential. If fees are overdue – the following process will be followed:

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- One month overdue admin staff will contact parent by the most appropriate method i.e. telephone, e-mail, text, letter) to advise them that their payment has not been received and they need to make a payment.
- If payment is not received by the end of the 2<sup>nd</sup> month, a child's place will be withdrawn for any fee paying hours.
- And Court Action could be taken to recover any outstanding fees

### **Additional Fees:**

If a child is dropped off early or picked up late more than 3 times, an additional fee will be charged at half the hourly rate which will need to be paid for at the additional time child is dropped off or collected.

If a child is collected after the centre closes at 6:00 pm without prior notice a late fee of £5 per half hour will be charged.

If a parent regularly collects their child after 6:00 pm, the childcare place will be cancelled.

### **Notice to Cancel:**

A full four week notice period is required in writing to cancel all childcare, breakfast or afterschool club. Out of School holiday club ONLY requires one full week notice in writing.

### **Emergency Closure:**

All payments are still due if the centre has to close in an emergency due to unforeseen circumstances for a short period of time such as severe weather conditions. No refund or credits will be made in these situation. In the event of closure for more than 2 full days all places will be cancelled and no charges will be made.

😊 Please note:

That all sessions and hours that are booked are chargeable and you will be invoiced for these fees at the end of the month. Sessions that are cancelled will be charged unless we have been given 24 hours' notice – likewise holiday will be charged unless we have been notified.

Non- attendance that continues for more than 1 week without notice will be followed up with a phone call.

Any child that has not attended for more than 3 weeks will have their space withdrawn unless we have notified.

### **Further Guidance:**

- Early Education and Childcare Statutory Guidance for Local Authorities
- Early years Entitlements: Operational Guidance for Local Authorities and Providers