

Booking and Charging policy

Opening times

Saddlebow Road centre is open from 8.00am – 5.30pm Monday – Friday for 50 weeks per year.
Church Lane centre is open from 8:00am – 4.00pm Monday to Friday school term time.
Terrington St Clement is open from 8.00am – 4.00pm Monday – 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 1 April 2026

Nursery Aged Children charges	
Breakfast Club Saddlebow Road/Church Lane/Terrington St Clement 8.00am – 9.00am Including light breakfast between 8.00-8.30	£4.50 for the hour (minimum of 1 hour charged)
Saddlebow Road Tiny Owls: Barn Owls: Snowy Owls and Wise Owls 8:45am – 5.30pm Church Lane Little Owls and Tawny Owls 8:45am – 4.00pm Terrington St Clement: Forest Owls 8.45am – 4.00pm	£4.25 after 8:45am (minimum of 1 hour charged)
School aged children charges	
Breakfast club for school aged children Saddlebow Road Including light breakfast between 8.00-8.30	£2.25 per session
After School Club Saddlebow Road 3.00pm – 5.30pm Including snack	£4.25 per session
Holiday Club (Saddlebow Road) (Out of school term time 8.00am -5.30pm) booking necessary – minimum of 1 hour charged (Note the hour between 8 and 9 am will be charged at £4.50)	Breakfast Club 8.00am – 9.00am £4.50 Including light breakfast between 8.00-8.30

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 fees.

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.

***please refer to Admission and Attendance Policy for full details ***