



## Royal Naval Pre-School Learning Organisation

### FEES Policy updated January 2021

#### **Booking sessions agreement**

On starting at the childcare setting the manager will inform you of the availability at that time. If sometime in the future additional sessions become available, then the manager will inform you or a request can be made to the manager.

*Casual bookings are not taken, pre-booked sessions only.*

If you need to change your sessions, please speak with the setting manager however this may not always be possible due to the current pandemic. Email and phone contact will be the best way to do this .

The manager will provide you with an invoice, which you are requested to pay in full on time. Parents are required to sign a childcare contract in which they are in agreement to pay all childcare fees for sessions that have been booked for their child on joining the setting on time .

Fees are payable on the first day of attendance for the whole week, month, or term. Not session by session unless this has been authorized by the manager or Area Coordinator.

Prompt payment is essential, as our Learning Organisation depends on this to remain open. Refusal of entry will be exercised if outstanding fees have not been paid.

The amount you pay will be entered into the register.

#### **Ways to pay**

Fees are be paid by BACS payments or via the Tax Free Childcare Website or childcare vouchers; you may pay up to a month in advance if you wish.

RNPSLO has the facility to accept childcare vouchers. If you would like to use these vouchers, please inform the manager who will explain the procedure to follow. Please note the way to make a payment via vouchers, for the childcare sessions you wish to take, is online. Late payments will incur a charge and possible refusal of entry.

### **Non-attendance**

**Once a child's place is booked our costs remain the same whether or not he/she attend and you will be charge for the cost of the session/s. This will include holidays booked in term time.**

### **Collecting early**

**Once your childs place is booked the costs remain the same whether you pick them up before the end of the session or they stay for the full session.**

If your child is away sick, the full fees must be paid for the first week of absence. **The parent/carer must also fill out an absentee form** for their child. For children who are hospitalised overnight a retainer fee will be charged. Thereafter the retainer fee can be applied, providing the supervisor is informed of the reason of absence.

It is important to advise the setting manager of sickness or leave otherwise it will be assumed after two week's absence that you no longer require your childcare place, and it will be allocated to someone else. Then should you want to return to the setting your name would have either been removed from the waiting list or moved to the bottom.

### **Late collection of your child**

Please note that there will be a charge if you are late to collect your child from the setting.

For example - If you are late collecting from a morning session, then you will be charged for 1 hour's lunch club, regardless of whether you are 5 minutes late or 25 minutes. If you're late collecting your child at the end of the afternoon session, then there will be a charge of £25.00.

Communication with the setting at the earliest opportunity to inform them of an event and the child being picked up late etc enables the

childcare staff to ensure the child remains calm and does not become upset.

### Force Majeure (disruption to service)

In cases of disruption to service RNPSLO will do everything in its power to operate the service where it is safe to do so. However, severe disruptions may require the closure of preschools and nurseries or a reduction in service.

In such cases fees remain payable during the period of closure.

Examples of Force Majeure include but are not limited to extreme weather (including snow and ice), other acts of God or third parties outside of RNPSLO's control including disruptions to highways, public transport, utilities and industrial action.

### Snow, bad weather and emergency closure.

We will endeavor to remain open and running as normal, but occasionally situations arise that mean this is not possible, taking into account the health and safety of children, staff and parent/carers both in the setting and travelling to and from the setting.

Snow, bad weather, and emergency closures can mean that settings are closed for periods of time, resulting in funded sessions being missed due to these closures. In such cases fees remain payable during the periods of closure

We will not refund for these unexpected emergency incidents that we simply cannot plan for, we still pay our staff and running costs remain the same and it is a situation beyond our control.

Unfortunately, we do not always have the spare capacity to swap sessions and re book missed sessions.

- Covid-19 Closures, if a setting receives a positive test result which means being informed to close by Public Health England then the setting will honor any funded sessions not attended by transferring them wherever possible to another day if this is practical to do so. For those parents/carers who do not receive funding and pay for their childcare sessions then we will either transfer the sessions over to another day wherever possible if they wish to or we will refund.

### Non-payment of fees

If outstanding fees are not paid in full by the middle of the week (Wednesday) you will receive a reminder and full payment expected by the end of the week (Friday.) Fees **will not be carried over** from one month to another month. Unless authorized by the manager. Fees that are not paid by the date set by the manager will incur a £2.50 per day late charge.

Your child may be refused entry the next time you arrive at the setting and in some circumstances, you may lose your child's place.

For children with funded places, you will still be able to bring your child to their nominated funded session, but unable to access any other sessions over the funded entitlement until those fees have been paid in full.

RNPSLO has the authority to contact the serving personnel's commanding officer etc. regarding monies owed by the service family in respect of the childcare contract taken out with RNPSLO and will do so.

RNPSLO will make every attempt to collect monies owed to them including using outside agencies.

When the time comes for a child (other than moving onto Primary School) to leave Jack and Jill's, **parents are required to give 4 weeks' notice in writing to the manager.** Their final bill will be calculated to their leaving date, we expect all monies to be paid in full by the date on the invoice. On the child's last day, the parent will be handed the child's learning journey. The child will be able to attend their normal sessions in this 4-week notice period.

Signed:

Dated: