



Fees Policy

I am self-employed and set my own Terms and Conditions, including fees. It is important that you read through my Fees Policy very carefully and understand exactly what is expected of you.

If fees are not paid I am within my rights to immediately terminate care and take legal action against you to recover fees. Legal action might affect your credit rating in the future.

Retainers, deposits and settling in

Retainers – a retainer keeps a place open for a child if you want to send your child but you do not want the space immediately. I charge half normal fees (50%) during the waiting period.

Please note that retainer fees are for me to keep unless the place is not available when you want it, in which case they must be repaid in full. You do not have to pay a retainer fee when I am on holiday or unable to work.

Please note that I cannot charge a retainer fee for an unborn baby.

Deposits – you pay an agreed amount of money as a deposit to reserve your child's place for an agreed date in the future, and to guarantee a minimum of 2 months' attendance at our setting.

- Where the child will receive 15 or 30 hours of government funded childcare I charge a deposit equivalent to 2/12th (two twelfths) of your child's annual privately funded hours fees, calculated using the child's usual sessions (less the government funded hours) as a deposit.
- Where the child is not in receipt of government funded hours, or is contracted for at least one full additional privately-funded day, I charge a deposit equivalent to two weeks of the child's normal contracted privately-funded hours.

If I am unable to offer the place, the deposit will be returned in full. If you cancel the requested place, or your child starts but does not stay at our setting for a minimum of two months, you will lose your deposit.

The deposit will be credited against final fees minus any other charges.

The deposit may need to be adjusted if you change your child's days/hours in the future.

Registration fee – I do not charge a registration fee to cover paperwork and initial information sharing.

Settling in sessions (under 5's only) – settling in sessions are an important part of your child's transition into my care.

I offer 2 x 2 hour settling in sessions, payable at my normal hourly rate.

We may agree a phased start to childcare if we both agree that a longer settling period is needed, however the full contracted session length will remain payable as the session has been reserved for your child's sole use.

Settling in sessions normally take place within the two weeks before the normal contracted hours are due to start.

Fees payable

Mealtimes included in hourly fee – morning snack around 9.00am, lunch around 12.00pm, and light tea served 3.45pm.

I charge by the hour.

All year round care (birth to 5 years) - Full day sessions - £7.00 per hour including food, snacks and drinks

Term time only care (birth to 5 years) - Full day sessions - £7.00 per hour including food, snacks and drinks

Wraparound care – I regret that I no longer offer wraparound care.

Reduction for siblings – I regret that, as a small setting, I am not able to offer a reduction for siblings.

Calculating fees (hourly rate)

My normal care is provided on a full-day basis (7.30am – 5.00pm). Where an exception to this has been agreed, fees are rounded up to the hour, up to a maximum of 9.5 hours per day. For example:

- If a child is booked to attend from 9.00am to 3.45pm, 7 hours will be charged
- If a child is booked to attend from 9am to 3.45pm but the parent arrives at 3.30pm, 7 hours will be charged
- If a child is booked to attend from 9am to 3.45pm but the parent arrives after 3.45pm, 7 hours will have been charged in advance and the period of time between 3.45pm and the actual time of collection will be charged at the late collection rate.

The Attendance Register, which must be completed at the beginning of each session, will show the exact time each child arrives and leaves the premises and can be consulted at any mutually agreed time in case of a query over hours.

Additional charges

- **Childminder holiday** – no charge
- **Childminder illness** – no charge
- **Childminder occasional days off** – no charge
- **Any hours booked outside of my normal working hours** - £21 per hour
- **Early arrival/late collection** – £15.00 per 15 minutes or part thereof.

Note – Please remember that early arrival/late collection is not always available. Please consider possible late collections when booking contracted hours, so that late collection fees are not incurred. It is important you let me know as quickly as possible if you are going to be late, so I can reassure your child.

- **Child/family holiday** – full fee.
- **Child/family illness, including periods of mandatory or setting-specific exclusion** – full fee.
- **Parent occasional days off** – full fee.
- **Bank holidays** – no charge as I do not work. If you need me to work, by agreement and in exceptional circumstances, I will charge my unsociable hours rate.

- **Childminder partial or full closure due to adverse weather or other unplanned event where risk assessment identifies risk to the health or welfare of children or adults within the setting if the setting were to remain open** – full fees apply.
- **Requests for additional hours/days of care** – where you give me more than 24 hours' notice of a request for additional hours, and I have confirmed my availability, this is charged at my normal rate for the hours/time period covered.
- **Childminder training days** – 50% normal fees apply, up to a maximum of 5 training days per academic year. A minimum of four weeks' notice will be given of any required training days.
- **Planning and administration days** – no charge.
- **Nursery wraparound care** – I am unable to provide wraparound care while a child attends another early years setting.
- **Preschool wraparound care** – I am unable to provide wraparound care while a child attends a preschool setting.
- **Collection/drop off** – I charge my normal hourly rate if I collect or drop off your child to your house or another setting for the travel time from leaving my house to getting back to my house, rounded up to the nearest hour.
- **Outings** – no charge for routine outings. A contribution towards entrance costs may be requested for special outings which will be discussed in advance.

Food provision

Meals and drinks are included once your child is fully weaned. I do not provide baby milk or weaning meals, unless following baby-led weaning.

- Morning snack – 9.00am
- Lunch – 12.00pm
- Light tea – 3.45pm

For children in receipt of government funded places, please see my NEF Parent Information Leaflet.

Fresh drinking water is freely available through the day in age-appropriate cups/bottles.

Other fees information

Funded sessions

I am registered with my Local Authority to offer the funded sessions for children aged 9 months and above. Priority is given to families wanting a minimum of 2 x 9.5 hourly funded sessions per week.

Any other hours you wish to book over and above your funding entitlement will be charged at the published rates.

Part-time care

I am happy to offer part time care and I try to be as flexible as possible. However, in order to deliver the Early Years Foundation Stage (EYFS) for children aged from birth to 5, I require a minimum contract of 2 full days per week.

Shared care and transition to other settings

Where I share the care of your child with another setting or provider, I offer a minimum of 2 x 9.5 hourly sessions per week. This is usually to cover the transition period to pre-school, typically over the course of one academic term. I do not normally share care with other settings before your child attends pre-school.

Extra expenses

Extra expenses will normally be agreed in advance. However, this is not always possible. Sundry expenses might include emergency supplies of formula or baby food etc. Payment will be requested on the next invoice.

Invoice adjustments

Where invoice adjustments to your private fees are required, for example due to unforeseen setting closure or where additional sessions have been booked for your child, these will be accounted for in the following term's invoice.

Payment schedules

I may from time to time agree to fix the monthly invoice amount for an agreed period of months to enable the cost of your child's care to be averaged across that number of months (a 'Payment Schedule'). If you give notice to change your child's number

of contracted hours whilst the Payment Schedule is active, there will be a £75 administration fee to cover the time spent in recalculating the figures. This administration fee will be incurred each time you request a change during the period of the active Payment Schedule.

Administrative fees

If additional work needs to be carried out at your request or for the sole benefit of you or your child, I will charge for this at a rate of £21.00 per hour or part thereof.

Parents evenings

I routinely provide daily verbal updates at handover times, daily written WhatsApp update with photographs and the statutory two year progress check. Additionally, you may request a maximum of two additional parents evenings in each calendar year. There will be a fee of £36 per parents evening, to cover additional work required to be carried out for this purpose.

All year round care

I offer contracts for all year round care, which provides high quality childcare throughout the year, both during school term time and school holidays.

Term time only

I offer contracts for 38 weeks of term time only care. If additional care is required outside of these dates, this will be subject to my availability and will need to be booked in separately.

2025-26	Autumn Term (1 st Sept – 31 st Dec)	Spring Term (1 st Jan – 31 st Mar)	Summer Term (1 st Apr – 31 st Aug)
No. of weeks*	14.25	10.75	13
Dates	01/09/25-24/10/25 03/11/25-17/12/25	05/01/26 -13/02/26 23/02/26-26/03/26	02/04/2026 13/04/26-22/05/26 01/06/26-17/07/26 (less 04/05/26 – bank hol)

***note** – the total number of weeks in the academic year is 39. Out of these 39 weeks, five days are taken as teacher training days (TED days). The allocation of TED days may vary from school to school. Unless otherwise explicitly agreed, we will be closed to term time only children in line with Westacre Middle School's TED dates.

Holiday provision only

I do not currently provide holiday provision contracts, as I tend to take my own holidays during the school holiday periods.

Payments

Paying fees – fees are invoiced termly in advance of care, with monthly payments to reach my account no later than 5.00pm on the last working day of the month or the payment date stated on the invoice, whichever is the earlier. Each month's fees cover all contracted hours for the following month and are payable in advance of care being provided.

Please remember that the hours charged are allocated for your child's sole use. Contracted hours are payable regardless of late arrivals, early collections, your or your child's illness, occasional days off, unusual school closure etc.

Payment options – I accept bank transfer (BACS/Faster Payments), cash, vouchers, tax-free childcare payments or a combination of these methods. I do not normally accept cheques.

Please remember that you are responsible for paying me – not Tax Credits, voucher companies etc. If payments are late, it is your responsibility to ensure I am paid.

Where your child is in receipt of government funded hours and, for any reason, the Local Authority does not pay the funding for the contracted hours, you will be required to pay the hours at my private rate.

Payment date – payment must be made so as to reach me by 5.00pm on the last working day of the month or the payment date stated on the invoice, whichever is the earlier. Ensure you allow enough days for the payment to reach me through your chosen payment method. Be aware that some methods can take up to 4-5 days, and some payment methods do not operate over weekends or on bank holidays.

Unpaid fees – any fees that remain unpaid by 5.00pm on the last day of the month will be charged at a late payment rate of £15 per calendar day or part thereof.

I will not normally provide childcare for any session for which the payment is outstanding. If fees have not been paid by the end of the first week of the month I reserve the right to immediately terminate the contract, and legal advice will be sought.

Help with fees

Tax credits may pay a percentage of your childcare costs, depending on joint family income. Advice can be found here - <https://www.gov.uk/help-with-childcare-costs/approved-childcare>. If you need help with claiming Tax Credits or other benefits (letters writing, confirmations of invoices/amounts changed etc), please let me know.

Problems paying fees

Please let me know as quickly as possible if you are having problems paying your child's fees. I would much rather work with you to resolve the issues than have to cause a child upset and trauma by terminating their contract.

Contract termination

All fees **must** be paid in full before the contract is terminated. Contract termination must normally be in writing, giving a minimum notice period as stated in the 'Notice Period' section of this policy.

The termination period does not include holiday days/weeks or unbooked days/weeks.

Where:

- the relationship has broken down beyond repair, or
- abuse, aggression, threats or intimidation takes place, or
- an event or action causes conflict with my neighbours, or
- an event or action compromises the ongoing safety of anybody in my setting

I reserve the right to immediate termination of the contract in order to protect the wellbeing of myself, my family and those who attend my setting, and to protect the positive relationships I have with my neighbours.

The termination period is chargeable at the normal rate. If any fees are outstanding, including any fees in lieu of notice, you will be acting in breach of contract. In such an instance I reserve the right to seek legal advice.

The deposit will be used as payment towards the fees for the last month of your child's care and any extra fees will be invoiced for payment by the usual date.

Notice period

Changes to contracted hours paid for by you

A minimum of one calendar month's notice by either party for changes to a child's hours contracted for payment by you. Where notice is received **before 5pm**, notice will be deemed to have been received that day (day zero) and the notice period will start on the following day. Where notice is received **after 5pm**, notice will be deemed to be received on the following day (day zero) and the notice period will start on the day following the deemed notice date.

Changes to contracted hours covered by government funding

Please note that funding is allocated on a whole-term basis. If you wish to make changes to your child's funded hours part-way through a term, it may not be possible to transfer the funding to a new setting. This is governed by rules set by the Local Authority and is not within my control.

Any changes you wish to make that will affect your child's funded hours with me must be made in writing a minimum of half a term **before** the start of the term in which you wish the changes to take effect. This is due to the amount of time and effort required to administer and amend the funding. Please see my funding policy for a table detailing the dates for the current academic year. If you do not give me the required notice of changes affecting your child's funded hours with me, please note there is a £75 non-refundable fee to cover the additional work required. A minimum of one month's notice will also be claimed from your funded hours allocation.

If you are on a preferential private hourly rate, ie your private hourly rate is lower than that of a new customer as at my latest price increase, I may increase your private hourly rate from the date of the start of the amended hours to match that of a new customer in order to offset loss of income.

If I need to make changes that will affect your child's funded hours with me I will give you a minimum of one month's written notice. There will be no administration fee in this instance.

Fees review – fees are reviewed annually, to take effect from April, in line with government funding rate review dates. You will be notified in writing if fees are changing, giving you a minimum of one calendar month's notice so you can adjust tax credits/bank payments/vouchers etc.

Please remember! Booked sessions are reserved for your child's sole use. This means that I am unable to care for another child on the days and sessions that your child is due to attend. This also means that I charge full fees if the child is dropped off later or collected early, and I do not swap days or hours around. I charge full fees for all booked sessions and for additional/extra sessions. I will always invoice parents for booked sessions unless I am ill or on holiday and unable to provide a service.

If you have any questions about my Fees Policy, please do not hesitate to discuss them with me.

Signature: Meg Hearne

Date: 03 July 2026