

King George Playing Field, Cage Lane, Boxted, Colchester CO4 5RE
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Email littleowlsboxted@live.co.uk
Website www.littleowlsboxted.co.uk



Fees, Invoice and Payment Policy

Little Owls has a payment policy in place to ensure fees are paid in accordance with the outline below.

We regularly review our fees to ensure they are in line with the cost of running our setting to the level we and you expect. We aim to review fees annually and will give notice of one month should fees need to be increased. Whilst we try to do this annually, we do reserve the right to increase fees at any time and without notice.

Our fees are advertised on our website and any increase will be advised by email to each attending family.

Fees are invoiced on a termly basis and broken down into three equal payments due on the last day of each month. If the last day falls on a weekend, fees will be due the Friday before.

We accept childcare vouchers from employers and Tax Credit to help towards the cost of childcare (www.childcarechoices.gov.uk). If you wish to use employer childcare vouchers, please speak to the Business Manager to obtain any account codes you may need. Childcare vouchers must be set up to be received by the due dates on your invoice. We cannot refund any unused childcare vouchers.

The term after your child turns 3 you are eligible to Government Funding for 15 universal hours per week each term. We will try to offer you your full entitlement but this will depend on space available and may mean you need to wait to access your full 15 hours until later in the year. Funding Forms will be handed out each term and should be returned at the next session your child attends the setting. It is the responsibility of the parent to ensure prompt return of forms. If a funding claim is rejected, cancelled or withdrawn the parent/carer agrees to pay all the outstanding fees and the full cost of any reimbursement required by the Local Authority.

Parents/carers maybe eligible to 30 hours extended funding. Information and criteria on this can be found at www.childcarechoices.gov.uk It is the responsibility of the parent/carer to apply for this additional 15 hours and it is the responsibility of the parent/carer to ensure codes are renewed in time for each term. The cut off dates for renewal are as follows:

Autumn Term - 31st August
Spring Term - 31st December
Summer Term - 31st March

If when funding is claimed, the code does not return a correct eligible start date, therefore making it invalid for the coming term, the parent/carer agrees to pay all fees above the 15 universal hours.

At present snack costs are included in our fees.

We reserve the right to charge a late collection fee of £15 per hour or part thereof for any child collected after their agreed pick-up time.
All ad-hoc charges for non-prebooked additional sessions need to be paid on or before the date of the ad-hoc session.

We reserve the right to cancel any sessions for reasons beyond our control and will advise you as soon as possible.

As we are a charity, we appreciate that invoices are paid on the day they are due. These will be sent round via email within the first 10 working day of each term, amounts and due dates are clearly shown.

Fees will not be refunded if a child is unable to attend due to sickness or holiday. If you have a reason, you believe falls outside of these conditions, please speak to the Business Manager and a decision will be made on a case-by-case basis.

All fees should be paid on the date they are due, in the event that the payment is still not made by 48hours after this date an immediate £5.00 will be added to the amount. If any payment remains outstanding after 7 days a further £5.00 will be added. After this date we reserve the right to charge interest at 2% for each outstanding day.

If the invoice remains unpaid after 28 days, sessions will be suspended until the invoice and all late fees have been paid in full, your child can then return to the setting. However, we do reserve the right to ask for a deposit in advance of next month's fees. If fees are not cleared within 56 days, we reserve the right to commence legal proceedings.

If you are having trouble paying your invoice, or would like to pay weekly instead of monthly, please speak to the Business Manager.

We require 4 weeks written notice of any intention to reduce sessions or to withdraw your child from Little Owls. This can be given via letter or email. Fees will be due up to and including the last day. A final invoice will be issued within 48 hours of the notice period and the outstanding fees should be paid within 48 hours.

Policy agreed by

Business Manager	Denise Rehal
Preschool Manager	Nicola Bloomfield
Chair of Trustees	Laura Wells
Date	9 th July 2021
Review Date	1 st July 2022