



Terms and Conditions for Payment of Fees at First Steps Nurseries

1. A deposit of 2 weeks' fees (based on your requested sessions excluding any funding) is required when you complete our registration forms. This deposit is used to secure your child's place and will be refunded when your child leaves less any outstanding fees. If you decide your child will no longer start at First Steps this is non-refundable.
2. Your child will be booked in for 2 introductory sessions. You will not be charged for these sessions. After these full fees are payable, and you are welcome to stay with your child to build up their attendance slowly if this helps them to settle.
3. Invoices are issued on all accounts monthly ***in advance***.
4. All Fees and meal costs in respect of any child's attendance at First Steps must be paid promptly by the 5th of the month as shown on your invoice. ***Late payments will incur a £10 charge.***
5. Fees can be paid directly on the nursery App or by childcare vouchers, bank payment, standing order, debit/credit card, or cash.
6. Childcare places funded by a college or University will require written evidence of approved funding and the timetable of your course.
7. First Steps childcare places are all year round (unless your child receives the free Early Years Entitlement and has opted for term time only)
8. Full fees and meal costs are required if your child is sick or absent from the nursery. For planned holidays of a week or more, parents can request to waive the lunch and supplementary charge if you give 1 months' notice of the holiday by emailing Finance@firststepsbath.org.uk.
9. To help with our planning, a 1-month notice is required for a permanent change or cancellation of your child's sessions. Shorter notice may be available in exceptional circumstances in response to a written request. In this situation, please speak to a manager. One session change is permitted per month; any further session changes will incur a charge of £5 each.
10. To keep your place, a retainer fee of **£20 per week** will be chargeable if you decide not to bring your child in during the whole of the summer school holidays (July and August).
11. If you need your child dropped off or picked up from school, a fee of £5 is chargeable per day for schools offsite from the nursery.
12. Please give as much notice as possible of your child's leaving date (a minimum of 1 month) to ensure your child's smooth transition to school/another nursery.
13. There is a 15% discount on **childcare fees only** therefore excludes meals and the sustainability charge for second or further children which will be applied to the younger child.
14. If your child is collected late or brought in early **a £10 charge will be applied for every 15 minutes**. I.e., 1 minute to 15 mins = £10, 16 mins to 30 mins = £20 etc. (if this impacts your ability to collect an older child from school please speak to a member of staff, we aim to be as flexible as possible).
15. Additional hours are charged at the usual rate. These will not be included in your standing order agreement with your bank and will need to be paid for separately. Additional hours will not be given to families who are in arrears.
16. Children who attend in the term after their 3rd Birthday (or 2nd Birthday for entitled 2-year-olds) may use their Early Years Entitlement at First Steps nurseries. The number of funded childcare hours your child can receive will depend on whether you qualify for the extended hours. Please speak to the Nursery

Manager for details. The maximum hours per week is 22 hours all year round (AYR) or 30 hours term time only (TTO). You must select which option you prefer i.e. AYR or TTO. This can be changed on the anniversary of receiving the funding. If changed before that you may not have the full amount of EYE funding (22hrs/30hrs) left in your annual allowance and will have to pay for the unfunded hours. Parents are responsible for the fees if their circumstances change, and your child is no longer entitled to these free hours. Meals are chargeable although parents can opt to bring in packed meals.

17. B&NES rules regarding Early Years Entitlement Funded hours are that any new starters or leavers during the term need to attend for a minimum of 4 weeks in that term (Terms being Spring, Summer, and Autumn as defined by B&NES). For parents wanting to increase or decrease their funded hours, this is only allowed at half term. Any increases in hours mid-term will not be funded and therefore chargeable to parents.
18. In the event of an Ofsted rating of Inadequate B&NES may withhold funding until our re-inspection. In this unlikely event, we will require parents to pay full fees until the funding is received.
19. Children in receipt of the **Early Years Entitlement funded hours** will have to pay **an additional sustainability charge of £1.00 per hour** on all their funded hours to cover the cost of resources including arts, crafts toys and activities which is not covered by the funding. For example, children entitled to 15 funded hours will pay an additional service charge for the 15 hours costing a maximum of £15.00 per week. This sustainability charge with meal charge can be removed due to pre-planned absence with 2 weeks' notice.
20. Families of children in receipt of Early Years Entitlement funded hours will not be charged for meals or resources if on low income and the child qualifies for Early Years Pupil Premium. This can be checked if you provide your National Insurance number and date of birth.
21. If fees fall into arrears, the following procedure will take place: -
 - **A £10 charge will be applied for late payment.**
 - *a member of staff will request payment of the arrears within one week.*
 - *if overdue fees are not paid, we will invite you to a meeting to agree on a repayment plan for the debt.*
 - *the child's agreed hours at the nursery will be reduced to an affordable level if payment is still not forthcoming and you may be asked to pay on entry before dropping off your child.*
 - *if a satisfactory resolution cannot be found First Steps will cancel the child's place.*
22. If after following the above procedure there is still no satisfactory arrears settlement, First Steps will take further action to recover the debt.
23. If you require a **refund of your fees due to overpayment a charge of £10** will be applied to cover our costs (not applicable if your child is leaving).
24. First Steps regularly review nursery fees with trustees, parents are informed via the nursery software App of any increase at least one calendar month before the increase.
25. We aim to always keep the centres open but to ensure the health and safety of our staff, children, and families, if, in the event of extreme circumstances such as heavy snow, we may have to close. This is subject to the Manager deeming it dangerous for children and staff to travel or access the nursery or there is a risk of children and staff being stranded. Unfortunately, fees (including any extra hours booked) for any whole or part day are non-refundable.

Parent Signature

Date.....

Parent copy given or shared electronically: (circle) yes / no