



Terms and Conditions for Payment of Fees at First Steps Nurseries

1. A deposit of 2 weeks fees is required when you complete registration forms. This will be refunded to you when your child leaves the First Steps nursery, less any fees outstanding.
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, although 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 by childcare vouchers, bank payment, standing order, debit/credit card, cash or by cheque.
6. If any cheque is returned unpaid by the bank the option to pay by cheque will be removed.
7. Childcare places funded by a College or University will require written evidence of approved funding and timetable of your course.
8. First Steps childcare places are all year round (unless your child receives the free Early Years Entitlement and have opted for term time only)
9. Full fees and meal costs are required if your child is sick or absent from the nursery.
10. To help with our planning, 1-month notice is required for a permanent change or cancellation of your child's sessions. Shorter notice may be available in exceptional circumstance 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.
11. 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 holidays (July and August).
12. If you need your child dropping off or picking up from school, a fee of £5 is chargeable per day for schools offsite from the nursery.
13. 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.
14. There is a 15% discount on ***childcare fees only*** therefore excludes meals and supplement charge for second or further children which will be applied to the younger child.
15. If your child is collected late or brought in early ***a £10 charge will be applied for every 15 minutes***. I.e., 1 min to 15 mins = £10, 16 mins to 30 mins = £20 etc. (if this impacts on your ability to collect an older child from school please speak to a member of staff, we aim to be as flexible as possible).
16. 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.
17. 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 if you qualify for the extended hours. Please speak to 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 prior to 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 your 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.

18. B&NES rules regarding Early Years Entitlement Funded hours are that any new starters or leavers during the term they need to attend for a minimum of 4 weeks in that term (Terms being Spring, Summer, 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 therefore chargeable to parents.
19. Children in receipt of the **Early Years Entitlement funded hours** will have to pay **an additional services charge of 50p per hour** on all their funded hours to cover the cost of resources including arts, crafts and toys which is not covered by the funding. For example, children entitled to 15 funded hours will pay an additional service charge on the 15 hours costing a maximum of £7.50 per week.
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 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 prior to 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 email of any increase at least one calendar month prior to the increase.
25. Our aim is 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 for part day are non-refundable.

Parent Signature

Date.....

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