

4.2 Attendance, late payment and non-payment of fees policy

Policy statement

Perins Pre-school aims to set our fees at an affordable and competitive rate, while providing childcare to the highest quality. We monitor attendance as part of our safeguarding procedures.

Attendance

- If a child is unable to attend, parents/carer must inform the pre-school as soon as possible on the first day of absence.
- If a child has not arrived at nursery by 10 am or 1 hour after the start of their afternoon session, the parents will be called to ensure the child is safe and healthy. If parents are not contactable, then the further emergency contacts will be used to ensure all parties are safe.
- Although early year's education is not compulsory, we would anticipate that any child will attend, unless the manager has already been informed of any absences such as holidays.
- We endeavour to be as flexible as possible should parents/carers wish to change hours, but when demand is high, we may not be able to do this immediately.
- We require 1 month written notice if a parent/carer wishes to cancel their child's place.

Payment of fees

- Invoices are sent one month in advance and fees must be paid by the due date stated on the invoice. Late payments will be charged an additional £5.00 per day.
- Fees are payable for all sessions booked, even if sessions are missed due to illness or for other reasons.
- Fees can be paid in cash or cheque or by direct debit or by bank transfer or through childcare voucher schemes and the tax-free childcare scheme. Cheques must be made payable to Perins Community and must be handed in and checked at the finance office where a receipt will be issued.
- We accept childcare vouchers from all companies and the tax- free childcare scheme.

Late payment and non-payment of fees

- All parents/carers are expected to assist in the smooth running of the pre-school by paying promptly in accordance with the terms and conditions.
- Fees must be paid by the 1st of the preceding month. Reminders will be sent for payment of fees. If fees remain continue to remain outstanding, a second reminder is sent out. If payment is still not received, then we give a final warning and we may withdraw the place.
- As a considerate organisation, we appreciate that occasionally unforeseen circumstances may occur that result in late payment of fees. We are committed to resolving payment issues promptly with parents/carers as openly and will agree an appropriate payment plan. Confidentiality will be assured.

Funded children

- Children in receipt of Early Years Education (EYE) funding will remain eligible to attend for up to 15 hours for 38 weeks of the year. Fees will be charged at full rate for the hours not covered by the funding and a charge for meals. Children who are eligible for the extended funding can attend for up to 15 additional hours for 38 weeks. Your 30-hour eligibility (extended 15 hours free entitlement) starts the funding period AFTER your eligibility is confirmed by HMRC through your childcare service account. You must secure your first eligibility code by 31 March, 31 August, or 31 December. You must reconfirm your eligibility every 12 weeks with HMRC through your childcare service account to confirm you can retain your eligibility. All sessions are for 50 weeks of the year.

Further guidance

- If you receive Working tax credit, you may be able to get help towards the cost of childcare. For further information, call the tax credit helpline on 0845 300 3900 or visit: www.hmrc.gov.uk/taxcredits.

This policy was adopted by

Perins Pre-school

On

25th April 2024

Date to be reviewed

25th April 2025

Signed on behalf of the provider

Michelle Osman

Name of signatory

Michelle Osman

Role of signatory (e.g. chair, director or owner)

Pre-School Manager