

CHARGEABLE HOURS POLICY

1. **Fees will be charged in advance per calendar month.** If you are paying for any childcare hours and/or the Sustainability fee, then the fees are due for payment in advance, and must be paid before the child's first day. A child will not be able to start until the first invoice has been paid in full.

Your chosen contracted hours are stated on your invoice.

BAND	ADDITIONAL HOURS OVER AND ABOVE THE FUNDED HOURS	COST PER ADDITIONAL HOUR
BAND A	15 hours or less	£7.80 per hour
BAND B	16 to 25 hours	£7.30 per hour
BAND C	26 to 35 hours	£6.70 per hour
BAND D	36 hours or more	£5.90 per hour

2. **Additional hours will be charged in arrears.** We must have a cutoff date to enable invoices to be produced on the 20th of each month, therefore the arrears dates will run to the last Friday before the 20th of each month. All dates for arrears (extra's) fees are clearly stated on the invoice. Any additional hours required over the funded hours will be charged at the contracted banding rate.
3. **All invoices will be sent out on the 20th of every month** (or the nearest working day) for the following month. Whether paid by BACS or Tax-Free Childcare, **all monies must clear into the Nursery bank account by the 27th of each month** unless a prior agreement is made. Cash is also accepted. We do not take card payments or cheques. The invoice will clearly show you the number of funded hours that have been claimed, as well as the number of hours that are charged directly to you, any extra hours and the sustainability fee. Payment dates can be changed if a parent does not get paid until the end of the month but the final day, we will accept payment is the last Friday of the month. This is at the discretion of the Proprietor. Repetitive late payments will incur a £8 late payment fee on invoices under £200, £12 late payment fee on fees over £200. If the invoice is continually late then we reserve the right to revert the payment back to the 27th of the month.
4. **If an invoice is not paid before the first day of the month, we will not be able to accept the child/en into the nursery for their chargeable hours until the payment has been made.**
5. By accepting a Nursery place, the signatory/ies on the contract are agreeing that it is their responsibility to pay any fees each month regardless of how they choose to pay for the childcare.
 - **Tax free childcare** - It is the parent's responsibility to ensure the Tax-free childcare account is set up appropriately and the funds are cleared in the Nursery account before the 27th of each month. Payments made before 2pm will clear on the same day. Payments made after 2pm will clear the following day. Parents must ensure payments are made in the mornings. We will not accept TFC payments after the last day of the month.
 - **Universal Credits** – **It is not Universal Credits responsibility to pay the Nursery fees on time.** It is the responsibility of the person who signed the contract to ensure the fees are paid on the agree date. Any monies a parent receives from universal credit is between them and HMRC. We will still expect payment on the 27th regardless of whether the money is received from Universal credit. You must ensure you have set up with universal Credit before a nursery place is started.
6. **If both parents are responsible for paying for Nursery fees** and there is a breakdown in their relationship, then the nursery shall work with the family to decide who is responsible for what percentage of the invoice if necessary. If only one parent has signed the contract, then responsibility will rest on the sole signatory to ensure the fees are paid on time.
7. **If a Parent requires an earlier drop off than their start time,** then they **must** contact the Nursery to make prior arrangement for this. Please do not assume we can accept your child. If a starts more than 5 minutes early, we charge a minimum of a full half an hour. If over half an hour early, we will charge the full hour.

8. **Parents must inform the nursery if they will be late to collect their child.** If a parent is late collecting their child and the Nursery has not been informed, and we cannot make contact with the parent, the Nursery will contact the child's emergency contacts to collect the child. The Police and Social Services will be contacted in the event of no response from the Parents or from any of the contacts after half an hour of no contact. If a child is collected 5 minutes late, we will charge for the time the child is still in our care. Any child who is collected after 6pm will incur a charge of £25.
9. **If your child is not going to attend their session,** you MUST notify the Nursery BEFORE the session start time. If we do not get notification, then we will call after 15 minutes of their session time starting. This is to comply with safeguarding regulations.
10. We charge our fees on minimum hours contract. These hours must be the same day and time each week. Parents will discuss the days and times you require with the nursery manager and **these hours will be charged every month regardless of the child's attendance. These hours/days cannot be swapped short term.** Extra hours may be accommodated subject to availability, but we cannot swap days and times. If a permanent change is required, then we will need 2 weeks written notice.
11. **Fees are still due if a child does not attend the nursery for their contracted hours.** If a child is absent from nursery for 2 consecutive weeks, we will expect full fees. If a child is absent for more than 2 consecutive weeks, we will reduce the invoice by 30% from the 3rd week. This is to ensure your child's place is retained for the period of absence.
12. If the Nursery is to close due to unforeseen circumstances, such as a flood, or no power, then no fees will be charged, and a credit will be shown on the following months invoice.
13. **4 weeks written notice** is required to terminate a fee paying place. Soley Funded places will require no notice terminate a place. The notice will only be accepted from the date we receive the notice, not from the date written on the notice. Fees will still be due during the notice period, regardless of the child's attendance, and all fees must be paid before the child's final day.
14. **2 weeks written notice** is required to reduce the hours of childcare. As above, we will only accept written notification from the date we receive the notice. If an increase in hours is required, then we require 2 weeks written notice as above. However, provided we have the availability, then this increase could be sooner.
15. An annual revision of the fees will be carried out in April of each year. Notifications of the increase will be given a minimum of 6 weeks prior to the increase.
16. **Non-payment procedure Including non-payment of termination period.**

If services provided by Mucky Pups childcare have been used and not paid, or failure to pay the termination fees, in accordance with the Fees policy, the non-payment procedure will be followed to pursue all unpaid fees. If fees are not paid by the last day of the month, then we reserve the right to refuse entry to children whilst the payment is outstanding.

Step 1: A letter will be issued with an unpaid fee's reminder asking for full immediate payment (including any interest incurred). The procedure will continue to step 2 unless the full amount owed is paid within 7 days, or if a payment plan is agreed.

Step 2: A second reminder will be issued 14 days after the first reminder if we have not had any contact.

Step 3: A third reminder will be issued 14 days after the second reminder if we have not had any contact.

Step 4: We will commence proceedings for all outstanding fees as well as court costs and any interest incurred.

You may be given notice of termination of care for your child at any time during this procedure.

Interest will be added in line with the Governments rate of interest, currently at 8%.

Updated: February 2024	By: Emma Wilson (Proprietor)	Next Update: February 2025
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