

# FEES POLICY

Revised date: July 2023 next update: July 2024 revised by: Sonia Scott, Finance manager and data protection Officer.

## **Dear parents/carers,**

To provide a high quality, safe and stimulating service for children requires considerable funding to ensure the continued high standards and sustainability of the Nursery, we kindly ask parents/carers to respect this policy.

### **Registration and Deposit:**

The child place is secured once the registration fees £65 and the deposit £100 have been paid. The deposit is fully refundable when your child leaves. The deposit can be deducted from your last payment, or we send you a cheque, it takes a maximum of 15 days to verify if all the invoices and extras have been paid. We do not refund the registration fee if you cancel your reserved place, we retain the £65 registration fee and refund the £100 deposit.

### **Minimum Booking:**

The nursery recommends a "minimum session" policy that supports your child settling into the nursery, provides social experience and consistency for the child. The minimum number of sessions we ask that are attended is two, this could be one full day per week (8-6) or two half day sessions per week. \*Please note, to make use of all your government 15 funded hours, we recommend your child attends a minimum of three sessions a week.

### **Nursery sessions:**

We charge for the place and not for attendance. Our fees are based on sessions (not hours). These sessions are called: Full day (8-6), Nursery Day (9-3), Half Day (8-1 or 1-6): funded sessions (9-12, 9-3) and flexible sessions (example: 8-2, 9-4, 10-5.). Flexible sessions follow the same terms and conditions of the other sessions, but they are charge at £11 per hour for all ages.

### **Nursery Fees and Payments:**

1. We charge for the place and not for attendance. Our fees are based on sessions (not hours). These sessions are called: Full day, Nursery Day, Half Day Morning or Afternoon Session, Funded Sessions and Flexible Sessions.
2. Nursery fees are payable **monthly in advance** and must be paid in full by the 10th of the month. Please note that it is very embarrassing and time consuming for us to engage in pursuing unpaid fees.
3. Fees will be reviewed annually, every September, considering the Nursery's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
4. All payments made under this Agreement must be by Direct Debit, PayPal, government vouchers or private childcare vouchers. Under exceptional circumstances we may agree to payment by cash or cheque, but it is your responsibility to obtain a receipt from the nursery manager as proof of payment.
5. If fees are not paid in full by the due date, we will unfortunately have no option but to add a 5% penalty charge on all unpaid fees. If the invoices are still unpaid, we suspend our service.
6. We charge a £10 administration fee for each cheque that is returned unpaid by your bank.
7. The nursery bank details are on each invoice.

8. The Nursery also accepts bank payments, childcare vouchers from a broad range of providers, government vouchers, PayPal. Some childcare vouchers may take up to 5 days to appear in the nursery bank account, please check with your provider to ensure that these have cleared by the 10<sup>th</sup> of the month for the invoiced month.

#### **Discounts: Nursery discounts only apply to non-funded children attending Calendar Year: 48 weeks contract**

Where two or more siblings attend Nursery, a 10% discount will be applied to the fees of the elder child. When the siblings attend 5 full days per week, an extra 10% discount will apply to the fees of the oldest child. The maximum discount the nursery gives for full time siblings is 20% (between them). In the exceptional case that one or both parents work for the NHS an extra 5% will also apply on the elder child's invoice. We do not combine discounts, in other words, they are not cumulative. Proof of work (such as contract or last pay slip from NHS) should be provided to the finance manager for approval of the discount and we review it once a year. **Discounts are not applied in retrospect and only apply to non-funded children, attending 48 weeks, calendar year** . Where the nursery offers a reduced fee rate after a child's birthday, siblings join or others, the reduction will take effect from the first day of the following billing period.

#### **Holidays and Absences:**

Absence from the nursery, including sickness, Covid-19 and family holidays, must be paid for in full. We regret that we are not able to swap sessions for any sessions not attended. We charge for the place and not for attendance. If a child becomes unwell whilst in our care, a member of the educational team will call the parent/guardian, or the emergency contact detailed on the registration form to collect the child. The session is payable in full. If your child is unwell or on holiday, we ask you to contact the nursery manager to inform the absence.

#### **Extra Sessions:**

If the parents require emergency sessions, they should be arranged with the nursery manager and paid in advance. We do not include extra sessions in regular monthly invoices. The rate for an extra session is £11 per hour. These sessions are subject to availability of spaces and staffing requirements.

#### **Holiday Sessions:**

If the child attends nursery term time only, the parents can pre-book extra sessions one month in advance, for the holiday period, and these sessions will be invoiced at £11 per hour.

#### **Dropping off and collecting your child:**

Children must always be collected on time at the end of each session and must not arrive at the nursery before the beginning of their session. This is particularly important as we may otherwise exceed the maximum child numbers permitted by our Ofsted registration. Late collection may result in additional late fee of £10 for the first 15 minutes and every 15 min increments thereafter. Early drop-off should be agreed with the nursery manager in advance and the fee is £11 per hour or fraction of it.

#### **Forced Closure:**

In exceptional circumstances there may be an event that triggers the closure of the nursery, for example transport strikes, severe adverse weather conditions, acts of terrorism or a pandemic. The nursery in these circumstances will not be held responsible and will not issue refunds for such forced closures.

### **Notice Requirement:**

One-month notice in writing, or payment in lieu of notice, is required if you wish to withdraw your child from the nursery. We accept changes to permanent booked sessions with effect from the first day of the calendar month, providing, a months' notice is given to us by the parents.

### **Suspension - Termination:**

We may suspend or immediately end this Agreement if:

1. You have failed to pay any fees.
2. You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period.
3. Your child is receiving government funding and doesn't attend nursery for five consecutive sessions without a written explanation for the absence.

### **Highlights of our fees policy:**

We frequently have to repeat some of the terms and conditions agreed by the parents at the time of enrolment, its time consuming for everyone and occasionally some of you get really frustrated when we apply our nursery policies. Following the rules helps you, the children, our member of staff and provides clarity and fairness to all families.

Please read carefully our registration form, fees, nursery policies and fees policy. If you have any questions about the documents, please do not hesitate to ask the nursery or finance manager about them.

Our policies are as flexible as they can be, respecting the current law. We do not make exceptions, but we listen carefully our parents' concerns and try to accommodate their needs without disturbing the general function of the nursery.

### **We would be extremely grateful if you take a minute to remember:**

1. We do not swap sessions; members of our educational team sometimes feel embarrassed when parents approach them asking to do so. Respect our nursery policy at all times.
2. Unattended sessions for illness, Covid-19 or family holidays are payable in full. We charge for the place and not for attendance.
3. Extra sessions are paid in advance (£11 per hour) and should be requested directly from the nursery manager in writing (usually by e-mail)
4. All requests for changing regular sessions should be made a month in advance and always start the 1<sup>st</sup> of the following month (we do not change session the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> week of the month) You can send your request to [admin@lgmontessori.com](mailto:admin@lgmontessori.com) .
5. Children receiving government funding should remain in the same sessions during the whole term. If your child does not attend the funded sessions, without informing the nursery manager in writing, stating the cause of the absence, we can withdraw the child from the nursery and offer the funded place to another child. The local authority will be notified. To receive government funding, you must fill the parent declaration form and provide us with a copy of your child's birth certificate or passport.

6. Our Flexible Sessions follow the same policy as our regular ones but are design to help parents working shifts. These flexible sessions have a unique fee of £11 per hour and should be approved by the nursery and finance managers. They are agreed from the 1<sup>st</sup> to the last day of the month and like the other sessions cannot be swapped, cancelled, or rearranged during the month.
7. All nursery invoices should be paid in full by the 10<sup>th</sup> of the month, if you have not received your nursery invoice by the 27<sup>th</sup> of the previous month, please immediately contact the finance manager [admin@lgmentessori.com](mailto:admin@lgmentessori.com) it's your responsibility to pay on time and make sure you receive the invoice.
8. All verbal agreements with members of staff should be formalised in writing, it is compulsory to have records of changes, leaving dates, extra sessions or government funding conditions.
9. You can find our policies and most of our forms on our website [www.lgmentessori.com](http://www.lgmentessori.com) and nursery office.

## **HIGHLIGHTS OF OUR POLICIES AND PROCEDURES**

**There is a copy of all our Policies and Procedures in the Foyer for the parent's information**

We also have a Comments and Suggestion Book and Page at [www.lgmentessori.com](http://www.lgmentessori.com) please feel free to write any ideas your may have and give us your anonymous feedback.

### **Nursery Hours**

Morning session:	8.00 am to 1.00 pm	Afternoon session:	1.00 pm to 6.00 pm
Nursery day:	9.00 am to 3.00 pm	Full Day:	8.00 am to 6.00 pm

The Nursery operates from 8.00 am. to 6.00 pm. and is open throughout the year except on Bank holidays and a five-day period between Christmas and New Year. We are also closed for two weeks in August. Fees are not charged for these days.

### **Partnership in Parents**

Parents are every child's first educators. Our aim, therefore, is to work closely with all parents to achieve a positive impact on the child's learning and development.

### **Provision**

We provide three meals a day: breakfast 8.00am to 8.45am followed by a cooked lunch and afternoon tea. Drinks and snacks are also provided at break times. We also cater for children with special dietary requirements. These can be discussed with the Manager or Room Leader during your settling in sessions.

The Nursery provides nappies and wipes where required. We request that each child has a labelled bag with a spare set of named clothes. These should be left at the Nursery on the child's allocated peg.

### **Arrival and Collection of the Children**

Children are signed in and out by the staff when they enter or leave the room (or garden if they are picked up from outside). If someone other than a parent is collecting a child, we

require prior information and a password to ensure the safety of your child. Late collection will result in extra charge (see fee sheet). If there is someone who should not pick up your child from Nursery, please let us know.

### Absence and Illness

Please inform us if your child is going to be absent or on holiday. Attendance registers are kept, and we would appreciate an email telling us the reason.

Children should not be brought to the nursery unless they are fit and well. Please refer to our policies for minimum exclusion periods. You are expected to follow these as they are in place to ensure that other children are not at risk in the nursery. If your child has been sick or has had diarrhea, please keep him/her at home for at least 48 hours after the last attack. If medication must be administered, please ask for a Medical Consent Form. These must be signed by the parent and the career.

### Equal Opportunities/British Values

The nursery aims to value and respect people regardless of their gender, ethnic origin, religion, culture, or ability. Children of both genders are positively encouraged to participate in all activities. We promote tolerance, the rule of law, mutual respect, individual liberty, and democracy.

### Additional Needs

Some children have special needs which may take many forms. We have a designated Special Needs Officer in the school to assist them to take part in all nursery activities. If the need arises, we work with outside agencies (health visitors, speech therapists, etc.) for the benefit of the child's development.

### Child Protection Statement

We have a 'duty of care' to all our children. We are committed to ensure that all children are well cared for, safe and protected. We adhere to Slough Borough Council's child protection procedures and if required aim to work with other agencies that support children and families.

### Health and Safety

Our Health and Safety Policy ensures that we take reasonable steps to ensure the Health, Safety and Welfare of all persons/children on our premises. This is achieved through regular updating of risk assessments, fire drills and accident analysis. It is also vital that we keep contact details up to date. It is your responsibility to ensure that you let us know of any changes of address, phone number or email.

**For security**, please keep the main gate and front door closed when entering and exiting the Nursery grounds at any time. Please at drop-off and pick-up times ring the bell to leave and collect your child, don't do it for other parents. For safety reasons, we must see the face of the person at the door.

We also have a security system in place for gaining access to the school. Please ring the bell and look into the video entry screen. You will then be let in by a member of staff.

If your child requires medicine during the day you will need to fill out a medicine consent form. Please ensure that your child brings in their own medicine. Staff members are not allowed to administer medicine that belongs to another child.

### Records of Observations and Profiles in Tapestry

Our nursery keeps a record of observations for each child through photographs and written notes which contribute to the child's learning journal. We used an electronic system called 'Tapestry'. This is a software package that enables the photos and observations to be entered onto a secure platform. At the end of a child's time with the nursery this journal will be forwarded to parents securely online.



### Data Protection

At Little Graduates Montessori School, we take data protection very seriously. Our Data Protection officer is Miss Sonia Scott and she will be happy to forward you any information you require regarding our stringent security features that protect personal information we may hold about you or your child. The only time we would give out any personal information is to the local authority with regards the funding. At no time would any third party be given access to either verbal or written without prior consent from a parent.

### Behavior Policy

We promote acceptable social behavior in our nursery. We have simple ground rules that promote respect for each other and respect for our environment. We will not tolerate abusive or violent behaviour from a parent, staff member or child. We actively promote a safe and secure environment for all without provocation, intimidation, or discrimination. If we have a concern regarding a child's behaviour the parent will be contacted by our Behaviour coordinator to discuss strategies and the best way forward.