

Terms and Conditions

1. Our fees are payable in advance on a calendar month basis by standing order on the 1st of each month. A notice will be sent to you each month informing you of the fees to be collected the following month. Any mistakes resulting in overcharging will be rectified immediately. Any mistakes resulting in undercharging will be rectified the following month. Any additional sessions will be added to the following months bill.
2. If payment is not received we will contact you by phone within 5 working days. Where this late payment was not previously agreed, this will be deducted from your deposit until the payment is made. If this is a recurring problem, your child's place may be forfeited. Childcare will be withdrawn if payment is not received by the end of the month, or if an agreement for the payment of outstanding balance has not been reached. Please do not hesitate to contact us immediately if you are experiencing difficulties with payment. We will always try our best to accommodate your needs.
3. Changes to your booking before the start date – Changes that do not reduce the number of sessions booked, to swap days for example, or changes to increase the number of sessions booked, can be made as available. Decreasing the number of sessions booked requires one month's notice.
4. We reserve the right to cancel your booking and withhold all or part of the deposit if there is an unreasonable delay (longer than 2 wks) to the start date.
5. Changes to your booking after the start date – Swapping or increasing sessions can be considered as detailed in the previous point. If we cannot accommodate your request to increase or change sessions, then we can put you on our waiting list *We reserve the right to cancel your booking and withhold all or part of the deposit if the decrease is greater than two sessions* . Bookings cannot be changed for the first 3 months after the start date. Thereafter, 8 weeks notice is required for any change or termination of the booking.
6. Bookings must be for the same session(s) each week. It may be possible to swap days, so that for example, a normally booked Thursday is swapped for a Friday on a one off or temporary basis subject to availability. Additional days can be accepted.
7. Fees are calculated weekly by calendar month and are payable term time only *to reflect the fact that we are not going to operate in school holidays or on bank holidays*. We operate for 38 weeks per year term time only .We are closed on Bank Holidays. Late payment of fees (defined as over 28 days past due date) will result in a forfeit of the proportionate amount of the deposit, and is repayable. Ultimately, non-payment of fees will result in forfeiture of the child's place in after school care.
8. Due to the staffing and resource requirements as laid down by Ofsted, children who are collected after the agreed time may incur a late collection charge of £10 for 10 minutes if it is after the time that we would be closed. If we would have been open anyway, you will be charged an additional £2 for every half hour, and this will be added to your bill the next month. If you are going to be late, we ask that you call us to let us know. If we do not hear from you, we will contact the emergency contact 15 minutes after the expected collection time. Unfortunately we are unable to provide refunds for a child's absence including term time holidays, sickness and nursery closure due to bad weather, and other unforeseen circumstances beyond our control. Exceptional circumstances can be discussed with the Nursery Manager.
9. Fees are reviewed every 6 months and 8 weeks minimum notice of any changes will be provided.



10. Extra sessions will be billed the month following the month *that the extra is taken*. Debit cards/cash/BACS are accepted for extras payments. Extras are for additional sessions outside your normal booked sessions and subject to availability.
11. All our policies are on our website, and when you sign the booking form you are acknowledging that you have read the relevant policies, specifically with reference to our safeguarding, complaints, late collection, and late payment policies.
12. By signing this document you agree to our terms and conditions.
13. We will accept childcare vouchers, but if there is a lag in payment, we ask that you pay upfront and we will refund this against your last month of attendance
14. We would respectfully request that if parents / carers experience difficulty in fulfilling any of the conditions of this agreement, that they contact the Manager or the Proprietor as soon as possible. We will do our very best to resolve the issue. Thank you.

