

Nursery Fees Policy



Approved by:	Board of Trustees
	Date:
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Review date:	September 2025
Head of Nursery signature:	Lauren Sylvester
Chair of Trustees signature:	Nicola Horsey

Introduction

The following policy is for staff, parents and carers of Poppins Nursery and outlines the procedures around the payment of nursery fees. Fee paying parents will be asked to sign an agreement during the admissions process which outlines the expectations for paying nursery fees and information about the processes in the eventuality that nursery fees are not paid.

Payment procedures

In the payment contract, parents or carers will outline who will be responsible for the payment of fees. Parents or carers will then be invoiced through the nursery app 'EY Log' one month in advance. The invoice will include a date for when the payment is due. If there is a reason parents or carers are unable to pay through the app, such as not having access to the internet, they should approach the Head of Nursery so an alternative method of payment can be agreed.

Non-attendance, sickness and holidays

Fees are payable for periods of sickness, bank holidays or non-attendance for any reason. The exception being if parents or carers can give notice of at least 2 weeks prior to an expected period of absence. Notice should be given by email wherever possible, to ensure that scheduling and staffing can be adjusted and there is confirmation in writing that the advanced notice has been given.

Outstanding fees

When the due date for payment of fees has been reached, the parent or carer responsible for the payment will be contacted with a reminder via the app or email. They then have 14 days to complete the payment. If the payment is not completed within 14 days, the fee will be considered 'outstanding'. Parents or carers will then receive notice that their payment is overdue, they will be charged a £20 administrative fee. They will also be given notice that their child will not be able to attend the nursery if they cannot pay the outstanding fee in the next 10 working days. The child's place will still be held, and they will continue to be charged. The child's nursery place will be held despite not being entitled to attend and fees will still be payable unless 2 weeks' notice is given terminating their child's nursery place. The diagram below demonstrates this procedure.

Invoice sent

- Parents or carers are sent an invoice with a payment due date.
- Invoices are payable through the EY Works app, one month in advance.

Invoice not paid

- Parents or carers are sent a reminder.
- They have 14 days to pay the fee before it is considered outstanding.

Payment becomes outstanding fee

- A £20 administrative charge is added to the payment.
- The parent or carer responsible must pay the fee within 10 days or the child will no longer be permitted to attend the nursery.