



## **FEES, ATTENDANCE AND INVOICING INFORMATION NURSERY TERMS & CONDITIONS**

(revised from June 2024)

We believe that it is important that parents receive clear information regarding our attendance, charging and nursery grant rules. We have produced this quick guide to help you understand the attendance options that are available and how the fees and other charges will be calculated. If you have any further questions please do not hesitate to ask. Fees are reviewed every September and may be subject to a small increase each year.

### **ADMISSIONS PROCESS**

#### **1 – COMPLETE AN APPLICATION FORM AND VISIT US**

Parents/carers seeking a place at Wellingtons for Langley Hall for their child are asked to complete an application form and visit the nursery with your child in the first instance.

#### **2 – PLACE OFFERED / PAY REGISTRATION FEE / FORMS PROVIDED**

We will then look at our availability and discuss the options with you. When we are able to offer you a suitable booking, and you have paid the relevant **registration fee** (please see 'Payments Flow Chart' for further details), we will provide an 'Acceptance of Place' pack of forms to you.

#### **3 – RETURN PAPERWORK AND DEPOSIT TO CONFIRM THE PLACE**

To confirm your place, you must return the pack of forms by the date requested in your confirmation of place letter, along with the relevant **deposit** required (please see 'Payments Flow Chart' for further details). The place is only considered to be 'confirmed' when both the pack of forms AND the deposit have been received.

### **DEPOSIT AND REGISTRATION FEE**

- A non-refundable registration fee of £50 is due as soon as we have confirmed availability for your requested place and at the point when your 'Acceptance of Place' pack of forms is issued to you.
- A deposit of £150 is payable when you return your 'Acceptance of Place' pack of forms. This can not be paid using childcare vouchers.
- The deposit will be refunded as a credit in your final invoice when your child leaves the nursery provided that at least 8 weeks written notice of withdrawal is received and you do not have an outstanding balance.
- If you are booking a 'free-funding only' place with no additional weekly hours, a reduced registration fee of £25 is required when your 'Acceptance of Place' forms are issued and a reduced deposit of £75 is required when the 'Acceptance of Place' forms are returned to us. Your only monthly charges will be for the meals that your child is present for, and the 'nappies, wipes and creams' surcharge (until your child is out of nappies). If in the future you add additional weekly hours to your booking on a regular basis, you will be asked to provide a 'top-up' deposit of £75 at this point, in order to secure the additional bookings. A full £150 deposit

will therefore be refunded as a credit in your final invoice when your child leaves the nursery provided that at least 8 weeks written notice of withdrawal is received and you do not have an outstanding balance.

## CONTRACT OPTIONS AND BOOKINGS

### Full Year

We are open all year round.

- Parents who wish their child to attend for the full year may only book combinations of full morning (7.30 am to 12.45 pm) and/or full afternoon (12.45 pm to 6.00 pm) sessions. There is no reduction in fees if your child actually arrives later than the start or leaves before the end of the session.
- Parents may request additional ad hoc hours up to one week in advance. These are subject to availability and will be billed at the hourly rate applicable to their regular booking.
- The full year fees include formula milk, nappies, wipes and creams, drinks, breakfast, morning snack, lunch and afternoon tea.

### Term Time Only (38 weeks of the year)

- Attendance for 38 weeks of the year is only available for children receiving the Free Early Years Entitlement (see separate section below).
- Children attending Term Time only are able to select the specific hours that they attend each day from our 'Free Early Years Funding Options' document. The hours and session options that are available depend on the type of funding that your child is eligible for.
- For children attending term time only, lunch is charged at £3 per day and tea is charged at £2.50 per day. Breakfast, cow's milk and formula milk are provided free of charge.
- For children attending term time only, a minimal monthly surcharge of **£2 per weekly session** attended is also added to cover the use of Nappies, Wipes and Creams, according to the number of sessions (AM or PM) that they are booked in for on a weekly basis. For example, if your child attends 3 sessions per week, your nappy surcharge will be £6 monthly. If your child attends 5 sessions per week, your nappy surcharge will be £10 monthly. When your child is fully toilet trained and no longer uses nappies, this surcharge will be removed. **THIS MUST BE COMMUNICATED VIA EMAIL TO [ADMIN@WELLINGTONSFORLANGLEYHALL.CO.UK](mailto:ADMIN@WELLINGTONSFORLANGLEYHALL.CO.UK) AND BY SIGNING AND RETURNING THE NAPPY OPT-OUT FORM TO THE OFFICE IN ORDER FOR THE SURCHARGE TO BE REMOVED FROM YOUR MONTHLY INVOICE.**

## GENERAL SESSION TERMS AND CONDITIONS (these apply to all contracts).

- There are no refunds for sessions that the child does not attend due to illness, holidays or other reasons, or due to nursery closures.
- If a child does not attend for any reason this time cannot be 'made up' by swapping to another day or time.
- If you switch from a full year contract to a term time only contract or vice versa throughout the year, you automatically switch to the pricing structure for your new contract from the next full calendar month. Any mid-month contract changes will be billed using weekly calculations. No mid-year adjustments will be made.

## 9 Month +, 2, 3 & 4 YEAR OLD FREE EARLY YEARS ENTITLEMENT

- Children are only eligible for the 3 & 4 year old 'Universal' Free Early Years Entitlement from the term after their 3<sup>rd</sup> birthday and can only be applied to their invoice after that time.
- The government also offers Free Early Years 'Extended' Entitlement of 15 or 30 hours per week for 3 & 4 year olds, which we offer to eligible working parents on a first come first served basis, subject to availability. Parents claiming the free hours must apply directly to HMRC to determine eligibility and will be issued with a funding code that must be passed on to us so that we can verify and be paid the funding for your child. This code must then be renewed every 3 months in order for it to remain valid. If a child joins the nursery after the beginning of the term, they may not be able to claim the Extended Early Years Entitlement until the beginning of the next term.
- Children who are eligible for 2 year old funding must determine eligibility from either HMRC (working parents) or Slough Council (Income Support) and will be issued with a funding code that must be passed on to us so that we will be paid your funding. 2 year old Free Early Years Entitlement can only be claimed the term after a child's 2<sup>nd</sup> birthday.
- Children who are eligible for 9 month old + funding must determine eligibility from HMRC and will be issued with a funding code that must be passed on to us so that we will be paid your funding. 9 month old + Free Early Years Entitlement can only be claimed the term after a child turns '9 months'.
- The Free Early Years Entitlement is for 38 weeks of the year only. These 38 weeks are detailed in our Term Dates document.
- The Free Early Years Universal and Extended Entitlement offers a child 15 or 30 free hours of childcare per week during the term times only.
- Parents wishing to claim the full 15 hours Free Entitlement must book their child into the nursery for at least three sessions per week.

**For information on your eligibility, how to make an application for funding and reconfirmation of your code please visit the <https://www.childcarechoices.gov.uk> website. Applications must be made by the end of the month before the term in which you wish your funding to start;**

**for September term, your code must be valid on 31<sup>st</sup> August,**

**for January term, your code must be valid on 31<sup>st</sup> December,**

**for April term, your code must be valid on 31<sup>st</sup> March.**

#### **MINIMUM NUMBER OF SESSIONS/HOURS PER AGE GROUP**

Peter Rabbit	Baby Room	<ul style="list-style-type: none"> <li>• 2 session minimum.</li> <li>• 3 session minimum when eligible for funding.</li> </ul>
Winnie the Pooh / Hungry Caterpillar	1-2's	<ul style="list-style-type: none"> <li>• 2 session minimum.</li> <li>• 3 session minimum when eligible for funding.</li> </ul>
Paddington Bear / Tick Tock Croc	2-3's	<ul style="list-style-type: none"> <li>• 2 session minimum.</li> <li>• 3 session minimum when eligible for funding.</li> </ul>
Peter Pan / Captain Hook	Pre-school	<ul style="list-style-type: none"> <li>• 3 session minimum</li> </ul>

## MAKING CHANGES TO BOOKINGS

- All changes to attendance must be made in writing to the administration team at [wellingtonsforlangleyhall@gmail.com](mailto:wellingtonsforlangleyhall@gmail.com)
- Please state the date you would like the changes to take effect (unless you are reducing sessions in which case 8 weeks notice will automatically be calculated.)
- Parents wishing to increase the number of hours their child attends on a permanent basis should give as much notice as possible. We will do our best to accommodate these requests.

## NOTICE PERIOD

**All parents must give 8 weeks written notice if they wish to withdraw their child from the nursery.**

The same amount of notice is required if parents wish to reduce the number of sessions and/or hours their child attends and if they wish to change from a full year contract to term time only.

If the required 8 weeks notice is not given, then parents will be charged fees in lieu of the notice. Notice can be given in writing or via email to the administration team at [wellingtonsforlangleyhall@gmail.com](mailto:wellingtonsforlangleyhall@gmail.com)

## AD HOC BOOKINGS

Ad hoc bookings are one-off 'occasional' bookings for when you require additional hours of childcare. They can only be confirmed one week in advance. Regular additional hours that you may require on a longer term basis must be added to your permanent weekly bookings and not booked as ad hocs.

### How to book

To request ad hoc hours please put your requirements in writing via email to [wellingtonsforlangleyhall@gmail.com](mailto:wellingtonsforlangleyhall@gmail.com). **The email must be submitted for an ad hoc request to be considered.** Ad hoc hours can only be confirmed one week in advance. Please list all dates individually and do not include hours that your child is already booked into.

### Confirmation process

We are a busy and popular nursery, therefore ad hoc bookings are granted on a first come first served basis, and availability is reviewed every Friday for the following week. When your booking has been reviewed you will receive an email advising you of the status of your request. We do try to approve as many requests as possible, however on occasion there may not be availability on your chosen day. Bookings will only be treated as confirmed when you have been notified via email.

### Costs

The cost of these hours will be added as an 'extra' to your next monthly invoice, and will be charged at the hourly rate for the sessional price band that your child is currently on, or at the current hourly rate for Term Time Only children who are using the Free Early Years Entitlement Funding.

### Cancellations

We understand that sometimes your needs may change and that you may need to cancel these hours after they have been approved and booked. Please do so at least 24 hours before the booking, otherwise they will still have to be paid for.

## **INVOICING**

- Invoices will be issued in the middle of the month for the following month (e.g. an invoice for September will be issued in mid- August). They are sent via email – you will be asked to provide one email address that you would like the invoice to be emailed to.
- Invoices are due on the first working day of each month.
- Fees are reviewed every year and may be subject to a small increase.

## **HOW FEES ARE CALCULATED**

- For Full Year Contracts the monthly figure is calculated by taking the weekly fee and multiplying it by 52 and dividing it by 12. The weekly fee is provided for information only. “Nursery Closure Days” are not included in this calculation.
- For Term Time Only Contracts the monthly figure is calculated by taking the hourly rate and multiplying it by the number of hours that are to be paid for per week. This figure is then multiplied by 38 weeks and then divided by 11. (11 months, as no bill is raised in August for children on a Term Time Only contract.)
- If changes are made to your bookings in the middle of a month, the weekly fees for each relevant price band are used for the number of weeks in that particular month to calculate your invoice for that month. Subsequent months will be charged at your new monthly rate.

## **PAYMENT METHODS**

Payments can be made in cash, by cheque, by debit or credit card (excluding American Express) or by standing order (this requires you to set up an arrangement directly with your bank).

The nursery is also registered with a large number of childcare voucher companies and parents may use vouchers from these companies to pay all or part of their invoice. Please ask our Finance Assistant in the office if you would like further information about the companies we work with. Deposits cannot be paid for with Childcare Vouchers, as they are refundable when your child leaves the nursery, and we are not permitted to refund tax free money as cash.

## **SIBLING DISCOUNTS**

There will be a 5% discount given for all siblings (this includes half brothers and sisters, adopted brothers and sisters, step brothers or sisters or the child of the parent/carers partner where the child, for whom the nursery place is sought, is living in the same family unit at the same address as that sibling). Sibling discounts apply to permanently booked sessions only.

## **LATE PAYMENTS**

Invoices not paid by the 1<sup>st</sup> of the month will incur a 5% surcharge which will be added to the next invoice.

If invoices are repeatedly not paid on time, or an outstanding balance is not cleared, your child's place may be suspended until the debt is cleared. If a parent is struggling to make payments, we ask that they come and liaise with our Finance Officer in the first instance to discuss a plan.

## **LATE CHILD COLLECTION**

If a child is late being collected there will be a charge of £5 for every 15 minutes (or part thereof). This charge is added to your monthly invoice.

## **NURSERY CLOSURE DAYS**

The nursery is open on every working day of the year except:

- Bank Holidays
- The 'working days' in-between Christmas Day (25<sup>th</sup> December) and New Year.

Our annual term dates are on the Calendar page of our website, and printed copies are always available from the office on request.

## **UNIFORM**

Our nursery uniform is for children over 3 and consists of a turquoise polo shirt and a black sweatshirt, both embroidered with the Wellingtons for Langley Hall logo. The current price of the polo shirt is £8 and the sweatshirt is £10, however these prices may be subject to change. We also have a nursery rucksack for bringing spare clothes in priced at £10. No plastic carrier bags or drawstring bags are to be brought to the nursery for health & safety reasons.

All uniform can be purchased in the office in reception.

***Our welcome pack that outlines the nurseries policies, procedures and organisational details, can be viewed online at: [www.wellingtonsforlangleyhall.co.uk/our-key-policies/](http://www.wellingtonsforlangleyhall.co.uk/our-key-policies/)***

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**NURSERY TERMS & CONDITIONS**  
(revised from February 2022)

By signing this document I confirm that I fully understand its contents and I agree to the terms and conditions detailed within it.

Signed:

Parent/Carer 1 \_\_\_\_\_ Date \_\_\_\_\_

Parent/Carer 2 \_\_\_\_\_ Date \_\_\_\_\_