

Charging Policy

Payments

Payment for your childcare will be due monthly in advance, you will be issued with an invoice one week prior to the due date on the invoice. Invoice will be asked to be settled in full before that new month starts.

On request you can pay weekly if needed, you will still be invoiced on a monthly basis. If there is a problem with this please speak to the manager on your initial visits and this can be organised before the signing of a contract.

Little Sprouts non-negotiable fees that will be confirmed when signing the contract:

Hourly Fee: under 2's £5.00 a hour
2years to 3years £4.50 a hour
3years plus £4.00 a hour

Working hours: 7.30am - 5:30pm we are flexible within these hours.

10% discount is given to siblings

I can accept childcare vouchers, standing order and cash as payment.

Little Sprouts is able to offer The early education funding entitlement for 2 year old and 3/4 year old funding.

- * If your child is entitled to the 2 year old funding you should receive a letter in the post which will have a code on it. Once you have received this code please provide this to Little Sprouts, so that we can start a claim for your child, without this code we cannot.
- * All children, on the term after their third birthday are entitled to the 3/4 year old funding. We will ask that you complete a funding form at this time to start a claim.
- * From September 2017, the government are offering 30hours to eligible families. If you are a family that is eligible for this funding you will receive a code in the post. Once you have received this code provide it to us at Little Sprouts, so that we can start a claim for your child, without the code we cannot make a claim.

Some rules and restrictions to the funding:

- * No session can be longer than 10 hours.
- * A maximum of two providers being used in the same day.
- * All Families are entitled to the 3/4 year old funding.
- * The previous service of 15 hours a week is still current and if you are not eligible to the 30 hours your child will still be eligible to claim for the 15 hours again there are a few restrictions. They are that hours to be claimed over a minimum of 2 days, 570 hours a year over no fewer than 38 weeks.
- * No session to be shorter than 2.5 hours
- * Not before 7.00am or after 7.00pm
- * 3 hours per day over 5 days of the week, 5 hours per day over 3 days of the week .
- * The stretched offer enables parents in taking their children's funded hours over more weeks of the year as long as there is capacity for this. Little sprouts is normally open 51 weeks of the year so the hours could be stretched to this rather than taking them over the 38 weeks (term time)
- * Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours or additional services.

From offering these funded hours:

We commit that the parent/carers are not required to pay any fees for the free entitlement, we will not charge a top up fee to recover income where the settings hourly rate is greater than the rate received from the local authority.

Each parent/carer will receive a written invoice clearly showing the services being charged for and the hours they have received free of charge for the Early Education place.

The invoice that you will receive will not request any voluntary contributions.

Extra hours needed (due to parental choice, or hours exceeding the maximum available per claim period) will be charged at the normal hourly rate for the age of the child. See above in the policy for the rates. This will be even if the rate is higher or lower than the rate received from the Norfolk County Council.

Meals are charged at the above rate stated in the policy, but you are more than welcome to supply your child's with their own food.

If your child is using a funded place we would need four weeks notice, this gives time to sort any paperwork, resolve issues or confirm to the Norfolk County Council of the changes.

We commit that any free entitlements will be delivered consistently so that all children accessing any of the free entitlements will receive the same quality and access to provision, regardless of whether they opt to pay for optional hours, services meal or consumables.

Little Sprouts is closed Bank Holidays in really extreme weather, staff sickness. There will be no fees charged on these occasions. At all other times unless contacted Little Sprouts will be open and a charge would still be in place.

In the case of late or no payment:

If the case arrives that a parent/carer is unable to settle an invoice, a reminder letter will be issued, if there is no response from this, if two months have passed, the child's placement will be put on hold until the invoices are paid in full. If your child is entitled to funding hours they will only be able to attend these.

A 10% late payment fee of the total bill will also be added for each week that the invoice is outstanding, this will follow the process which the parent/carers have been informed that the payment terms have not been met. Any outstanding debts will be forwarded to a credit control department for recovery.

Deposits and Retainers Fees:

A deposit to secure a place at Little Sprouts is required of the sum £50, this covers two weeks settling in session and an administration fee, £25 of this will be deducted from the first invoice received once the child has commenced their place with us. In the instance that the child attends the setting using funded hours from the local authority you will receive a full refund of the deposit once the child has commenced their place with us.

A retainer fee can be charged where a parent/carer wishes to ensure their childcare arrangement is secure during a long absence, the child will need to be absent for a minimum of 2 months from the setting. This will be charged at the discretion of the manager relating to individual circumstances, where the setting would be normally open for business.

Voluntary Contributions:

It is not permissible to request a voluntary contribution to recover income where the setting's hourly rate is greater than the rate received from the Local Authority.

Additional Charges

We understand that the cost of living is high, so we have devised what we feel is fair and sensible daily meal charge.

- Breakfast - £1.00
- Lunch - £2.50
- Tea - £2.00

(These charges will not be included in the free funding hours provided by the government, these would be added to the invoice)

There is a clear daily menu up in our entrance for you to see what your child has eaten each day, which we will also let you know daily. The charge for these meals will be added to your invoice, clearly stated. Also please tell us of any dietary or allergies if you wish for us to provide your child's meals.

If your child has a food allergy and you would like to provide your child's meals that is fine. Please clearly state which meal is for each mealtime of they attend more than one. There will be no extra cost added to your invoice. If you wish your child to still have our meals please discuss this with a member of staff and we will make arrangements to adapt their meals.

We DO NOT charge for any snacks or drinks provided by us.

Vacancies

For any details of current vacancies please contact Little Sprouts on:

Mobile: 07775971420

Email: rebeccagarratt678@btinternet.com

Please request a waiting list/booking form.

Absences

Four weeks notice will be needed if your child is going to be absent from Little Sprouts due a holiday to ensure a half rate being charged for this period.

If your child is off for any other reasons such as sickness, you will still be charged as your contracted hours state. I'm sure that that your can understand that we still have overheads and bills to cover for the duration that the childcare service is available

For any reasons that our childcare service is not available from our part, there will be no charge for this time. At all other times unless conformation from Little Sprouts we will be open and a charge will still be in place.

Parent/Carers Name

Parent/Carers Signature

Managers Name Managers Signature

Date

December 2017 Review December 2018