

## PAYMENT POLICY

### Invoicing

- An invoice will be provided at the beginning of each calendar month detailing your child's booked sessions and any applicable discount. Additional sessions, fees and charges from the previous calendar month will also be noted
- Payments must be made by the end of the calendar month; the specific date is detailed on your invoice
- All booked sessions must be paid for irrespective of whether your child is present or not e.g. through illness

### How to Make a Payment

- Payments can be made by bank transfer, Standing Order, cash, cheque, childcare vouchers or a combination of these
- Please use your child's name or Appletree Childcare' reference (found on your invoice) as the payment reference and email us at [accounts@appletreechildcare.org.uk](mailto:accounts@appletreechildcare.org.uk) if you make a combination payment so that we can apply the payments to your account correctly
- Our preferred method of payment is by bank transfer or Standing Order Mandate (SO) please make payments to:  
Appletree Childcare (Sheffield) Limited  
Bank: Co Op  
Sort Code: 08 -92-99  
Account Number: 65739581
- Please make cheques payable to **Appletree Childcare (Sheffield) Limited**. To avoid any unnecessary bank charges, we request that all cheques should be for a minimum of £20.00
- If paying by cash or cheque, payments should be placed in an envelope addressed to 'Appletree Accounts Department' and posted in the secure box in the main building. Your child's name, Appletree reference, amount paid and any other relevant information should be written clearly on the front of the envelope.

### Fees and Charges

- Should payment not be received by the due date then following procedure will come into effect:  
Stage 1: A polite reminder will be issued asking for immediate payment  
Stage 2: A second reminder will be issued 5 working days later. At this stage a late fee of £10 will be charged  
Stage 3: A final letter will be issued a further 5 working days later if payment has still not been received. A further late fee of £10 will be charged and our services may be suspended  
Stage 4: Should your payment not be received by 20 working days from your due date, a further £10 late fee will be charged and your debt will be referred to the County Court (with the addition of the £30 accrued late fees, County Court costs and interest payable on the money owed)
- We issue receipts for all cash and cheque payments received. Please ask a member of staff for your copy. It is in your own interest to keep copies of all your receipts as they may be required for tax purposes or if there is a query on your account
- Any cheques returned 'refer to drawer' will carry a £10 administration fee. If this is a frequent occurrence we will then request you pay by alternative means
- An administration fee of £10 will be chargeable if a Tax Credit Letter is requested to show your annual payments

- The Manager has the right to enforce a late charge of £2.50 for every 15 minutes parents/carers are late. This increases to £10 per 15 minutes after 6pm
- Our fees are inclusive of all snacks and drinks, see our 'Food and Drink Policy' for more information. Baby wipes are also included and do not need to be provided
- Fees do not cover nappies, formula milk, meals and sun lotion

### **Deposits**

#### **Baby Braeburns**

A deposit of £50 will be required to secure a place in our baby room should parents require a nursery place saving longer than 1 month. The deposit will be deducted from any outstanding fees after the first month the child has attended.

#### **Extended FEL sessions (30 hours) for three and four year old children**

Due to the Extended FEL sessions (30 hours) becoming available the term after the child turn's three and when approval is received from HMRC, a £50 deposit will be required to confirm the child's place at Appletree Childcare. This will be refunded the month following the child's start or deducted from any outstanding fees.

### **Extra Support**

- At Appletree Childcare we do not provide extra care but some families may feel their child requires extra support over the adult to child ratio that is recommended by Ofsted. If families would like extra care for their child Appletree Childcare can provide this service, an ex-gracia payment will be required. Please see the nursery Manager for further information
- Parents should be aware that it is essential to book sessions in advance in order to enable us to provide appropriate staff levels
- All payments on an ex-gracia basis should be made in advance of care

### **Notice Periods**

- A notice period of 4 weeks is required should you wish to amend or cancel your nursery place. This will give us sufficient time to reallocate sessions and prepare your final bill
- If Appletree Childcare receives no notification of why a child is absent for two consecutive weeks then we reserve the right to cancel the place. Full payment will be required
- Appletree Childcare' fees are reviewed periodically and are subject to change at one months' notice by the Manager

### **Discounts and Holidays**

- 5% discount is available for the oldest child when younger sibling(s) are attending nursery
- Discounts are available for lower income families. Discounted places do not apply to FEL sessions
- One week holiday may be taken free of charge in any holiday year (September to September) if your child is on a full year contract
- Holiday entitlement is not available where children have a term time contract (38 weeks of the year) e.g. do not attend during school holiday and non-FEL periods.
- Appletree Childcare' Term Time runs for 38 weeks of the year in-line with the FEL schedule (this does differ from school schedules)

### **Free Early Learning (FEL)**

For information regarding FEL, either 15 hours FEL for three and four year old children or the

Extended FEL sessions (30 hours) for three and four year old children please see our Free Education Funding Explained Policy

### Subsidised Places

- At Appletree Childcare it is our aim to support all children and families. Families who are on a low income may be eligible to a reduction to Appletree's fee structure and access a subsidized place for their child

BANDS	ELIGIBILITY	REDUCTION
BAND A	Parents/Carers in receipt of Working Family Tax Credit (WFTC) - up to 70% of fees paid. Parents/Carers who are not eligible to claim WFTC	Not applicable
BAND B	Parents/Carers who work 15 hours or less, do not receive WFTC but earn too much to receive Income Support	13% reduction
BAND C	Parents/Carers receiving no child care support, may work part time and receiving Income Support	33% reduction

- Before any reduction to Appletree's fee structure can be approved suitable proof of eligibility must be provided.
- Any Parents/Carers who feel their child may be eligible to a subsidized place should contact a member of the Management Team.
- Discounted places do not apply to FEL funded places.

See also:

Payment Methods Policy

Time Away from Nursery Policy

Food and Drink Policy

Free Early Learning Entitlement Explained

Standing Order Mandate