



## Pricing Protocol

At Westlands Nursery we believe in open communication with all parents/carers and staff, and are therefore presenting this pricing policy in order to ensure that everyone fully understands our charging structure. Our fee structure is fully inclusive of all drinks and snacks. We are open for 38 weeks a year, closing on Bank Holidays. When your child starts their first session you will be invoiced till the end of the term. Payment must be received two weeks after your child starting at Westlands Nursery. The next terms fees will then be given before the end of the present term. A months' notice is required before leaving the nursery.

### **Fees**

Fees are payable weekly or monthly if arranged in advance with the manager and finance team. Fees are reviewed annually in April of each year, or in the event of any changes to the Code of Practice. Any changes to current rates will be advised in writing at least one month in advance.

### **Illness / Absence**

No refund will be given in the event of a child's absence due to illness, holiday or any other reason.

### **Closures**

Should the Nursery be unable to open due to bad weather or any other unforeseen circumstance, parents will be refunded for that session or have it discounted from the following month. Should closure need to take place part way through a session a refund will not be given in this instance.

### **Late Pick Up**

Children must be collected promptly at the end of the session. In the case of a child not being collected we operate a late picking up policy. We appreciate there may be times when you are late due to traffic etc. but we are unable to offer care after the contracted time for various reasons and we strongly advise you have alternative arrangements in place. After 10 minutes you will be charged a late pick up fee of £15.00 and a charge of £1.00 for every minute after the initial 10 minutes, which will be invoiced to you. Conscientious attempts will be made to make contact with the parents/carers, including phoning the emergency numbers we hold on the child's personal file. If the child has still not been collected after one hour, the local authority children's social services team will be contacted. Ofsted will also be informed. This is all at the manager's discretion.

### **Kent County Council Social Services Department Children & Families Service Young Offenders' Teams**

Tel: 01795 473333  
Avenue of Remembrance,  
Sittingbourne,  
Kent,  
ME10 4DD

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

general helpline

**0300 123 1231**

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### **Late Payments**

If you are experiencing financial hardship please speak, in confidence, to the manager or deputy manager so alternative payment arrangements can be made. If without negotiation, fees are not settled we are left with no alternative but to withdraw your child's place and if necessary take legal action to recover the amount owed.

Children in receipt of the Free Early Education Entitlement will not be able to access additional fee paying hours until any outstanding fees are settled.

### **Payment Methods**

Fees can be paid by cash or cheques or through employment voucher payment schemes that we are registered with (Sodexo, Fidelity, Edenred etc). Please make cheques payable to Westlands Nursery. We do not accept cheques for less than £20.00.

### **Free Early Education Entitlement**

Every child is eligible for 15 hours of free funded sessions per week the term **after** their 3<sup>rd</sup> birthday. Hours cannot be carried over.

If your child only attends for the free funded sessions (Monday to Friday 8:45 – 11:45 or 12:30 – 3:30 for 3 hours per day) there will be no charge during term time. Our late collection charges will however apply.

If your child attends any other sessions we offer you will be charged the difference for the extra time they attend. Full fees will also be due during any unfunded days / weeks. We do offer a lunch time session for children attending 8:45am – 3:30pm only, there is an additional charge of £2.00 per day.

To be reviewed by September 2017.