



## **Home-Grown in Malvern** **Fee Policy**

At Home-Grown we understand that the cost of registered childcare may seem expensive to parents. However, providing a high quality, stimulating and safe environment for children is paramount to us, and we are sure you would feel the same. For us to be able to provide such a service and for the sustainability of our nursery, we must politely ask that parents respect this policy, and to understand that it is the responsibility of the parents to meet payments on time.

We would like to make parents/carers aware that if a child is contracted to attend on certain days, and for whatever reason the child does not attend, then the charges will still apply. Without such payments for the professional service we provide, we would be unable to function effectively.

We value the relationship we have with parents/carers and will be sympathetic towards any difficulty in paying the childcare fees. We would ask that you come and talk to us about any such difficulties you may be having so that we can discuss suitable methods for you to be able to manage the payments.

We issue parents/carers with an invoice at the end of every month which details the number of hours your child has attended the setting during the last month, the amount of funded hours you are entitled to, and how much you are asked to pay with the calculation. For the majority of parents, most of the cost of your childcare will be met by Government Funding, the remaining fees can be paid by Bacs transfer, cash, childcare vouchers, or Tax-free childcare payments.

We also make it clear to parents/carers that in their contract it states that we reserve the right to terminate the contract *with immediate effect* in the case of non-payment of fees. Parents sign the contract to say they agree to all terms and conditions stated.

### Late payment/ Non-payment of fees procedure:

After approximately one week of non-payment, you will receive an email reminder.

After one month of non-payment, we will suspend the childcare place, and children will not be allowed to come into the nursery until the fees are paid in full. Fees will still be applicable during the period that the nursery suspends the place.

If the fees are not paid in full after an agreed date, the nursery will terminate the contract and send a letter to confirm this.

If you have any concerns regarding this policy, please speak to a member of staff.

Signed:

Date Reviewed: