



CROFTLANDS INFANT AND NURSERY SCHOOL

Payment Policy for baby and Toddler rooms at Croftlands Infant and Nursery School

- **Ways to pay**- All fees are payable monthly. These fees must be paid in advance. Accounts are payable by standing order, online bank transfer or cheque made payable to "Croftlands Infant and Nursery School". We also accept childcare vouchers.
- **Deposit**- A place for a child at Croftlands Infants and Nursery School is not confirmed until we are in receipt of a completed registration form and payment of a deposit. This deposit will be refunded when the child leaves the setting.
- **Difficulty making payments** – If parents/carers have any difficulty paying their fees, it is essential that they inform their Room Leader straight away. We are always happy to discuss alternative payment plans in circumstances of genuine financial difficulty.
- **Unpaid Fees** – Unless there is a prior arrangement, a charge of £20 will be made to any parent or carer for fees outstanding longer than 4 weeks, and if fees remain unpaid after two reminder letters and a final demand their child's place at the nursery is at risk of being withdrawn. Any payments that are cancelled or returned from the bank will incur a £25 administration charge. In case of default on payment the nursery reserves the right to apply a £50 administration fee for preparation of court papers and interest will be charged at 8% above the bank's prevailing base rate. The nursery reserves the right to change fees with one month written notice given to you.
- **Missed sessions / late pick up**- If you expect to be late collecting your child please notify the nursery as soon as possible. If notified, the additional time will be charged at the standard hourly rate. Un-notified late collection will be charged at a rate of £10 per quarter hour to cover emergency staffing and other arrangements.
- **Absence/illness/ Closures** – No refunds are given for sessions missed due to sickness, holidays or unavoidable nursery closure.
- **Cancellation of a reserved place** – One month written notice will be given by us, and is required by you, for any change of sessions, termination of this Agreement or known absence such as holidays. If parents choose to leave prior to the end of their notice, any fees paid are non-refundable. If the notified start date is changed by the parent, we reserve the right to charge from the original start date as stated on this form.
- **Termination, cancellation and change of sessions** - The nursery reserves the right to terminate this Agreement with immediate effect in case of non-payment of fees, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of 1 month will apply.