



Fees Policy

Introduction

Little Jems is a private company and we set our own fees, while being mindful of the prevailing market rates and the very high standards of service we bring to the marketplace.

It is important that parents read through the Little Jems Childcare Services Fees Policy very carefully and understand exactly what is expected of them.

If fees are not paid, we are within our rights to immediately terminate care (Please see our contract Terms and Conditions) and take legal action against parents to recover fees.

Parents should be aware that legal action might affect their credit rating in the future.

Deposits

Parents will pay an agreed amount of money as a deposit to reserve a child's place for an agreed date in the future.

We charge 4 weeks of normal fees calculated using the child's usual sessions as a deposit.

If we are unable to offer a place, the deposit will be returned in full - if however, a parent cancels the requested place, the deposit will be forfeit.

The deposit will be *credited against final fees* minus any other charges.

The deposit may need to be adjusted if parents change their child's days / hours in the future.

Registration fee

We *do not charge* a registration fee.

Settling-in sessions

Settling-in sessions are an important part of your child's transition into our care.

We offer *2 x 1 hour settling in* sessions free of charge.

We reserve the right to ask a parent to bring their child for further short settling-in sessions if the child does not seem to be settling well. Parents can ask for extra short settling in sessions if they are worried about how their child is settling in.

To book further short settling in sessions, please let us know. The sessions will be charged at the normal hourly rate, billed in advance

Settling-in period

We offer a *2days settling in period*. Parents will need to confirm the days and hours they would like to book for their children, and we will raise an invoice. All booked hours are payable *in advance*.

We reserve the right to extend the settling in period if we are concerned your child is failing to settle.

Contracts can be terminated at any time during the settling in period by either party without prejudice. If we end the contract during the settling-in period, any money paid for sessions not attended will be refunded by the last working day of the contract. If money has been paid by voucher, we are required to refund the voucher (not you) for tax reasons.

Any overtime or additional money owed will become immediately payable in cash or will be deducted from any deposit or money owed, if appropriate.

If you end the contract, full payment for the sessions booked will be retained as the sessions have been provided for the sole use of your child.

Food provision

Meals and drinks are included once your child is fully weaned.

Parents are welcome to provide food for their child. Please ask to read my Healthy Eating Policy. This does not affect our fees.

Fresh drinking water is freely available throughout the day in age-appropriate cups.

Payments

Paying fees - *fees are invoiced on the last day of the week for payment during the first day of the following week.*

Fees cover all contracted hours for the following month and are payable in advance either weekly or monthly - please let me know which you prefer.

Please remember that the hours charged are the hours held by you for your child's sole use. Contracted hours are payable regardless of late arrivals, early collections, yours or your child's illness, occasional days off etc (see notes about booking holiday).

Payment options - *We accept Bank transfer (BACS), cash, vouchers, or a combination of these methods. We do not normally accept cheques.*

Please remember that you are responsible for paying us - not Tax Credits, Care to Learn or voucher companies. If payments are late, it is your responsibility to ensure we are paid.

Payment date - *payment must be made monthly in advance during the first working week of the month.*

Unpaid fees - either fees paid in advance for contracted hours or those billed at the end of the month for payment with the invoice will be charged at a late payment rate of *£5 per working day, to a maximum of £25.*

If fees have not been paid by the end of the first week of the month the contract will be immediately terminated as detailed in my Terms and Conditions and legal advice will be sought.

Help with fees

Tax credits might pay a percentage of your childcare costs, depending on joint family income. Advice can be found here - <https://www.gov.uk/help-with-childcare-costs/approved-childcare>.

Contract Termination

*All fees **must** be paid in full before the contract is terminated. Contract termination must normally be given in writing giving a minimum of 4 weeks' notice by either party. Please see Terms and Conditions for information about immediate termination.*

The termination period *does not include holiday days / weeks.*

The termination period *is chargeable at the normal rate.* If any fees are outstanding, including any fees in lieu of notice, you will be acting in breach of contract. In such an instance we reserve the right to seek legal advice.

*The **deposit** will be used as payment towards the fees for the last month of your child's care and any extra fees will be invoiced for payment during the first week of the month.*

Fees Review - *fees are reviewed annually in August. You will be informed in the August newsletter if fees are changing. This will give you 4 weeks' notice so you can adjust tax credits / bank payments / vouchers etc.*

Please remember! Booked sessions are reserved for your child's sole use. This means that we are unable to care for another child on the days and sessions that your child is due to attend. This also means that we charge full fees if the child is dropped off late or collected early... and we do not swap days or hours around... we charge full fees for all booked sessions and overtime if extra sessions are required. *We will always invoice parents for booked sessions unless we are ill or on holiday and unable to provide a service.*

If you have any questions about our Fees Policy, please do not hesitate to discuss them with us.

For further information, please contact us at:

littlejemscs@gmail.com