

St Albans Little Learners Nursery
Payment Policy and Procedure



Parents/Carers who pay fees to the nursery will be given an invoice before the start of every term. Invoices show hourly rate, sessions booked, additional charges for meals and a weekly total. If your child's attendance fees are entirely paid by Nursery Education Funding you will not receive an invoice automatically but you can request one at any time.

Your fees can be paid weekly, monthly or termly in cash or cheque at the office. Alternatively payment can be made by bank transfer (BACS) or with Childcare Vouchers - please ask at the office for our account details. We require a payment at the beginning of the period (week/month/term) covered by the payment.

One month's notice must be given to change a child's sessions to allow us to book lunches and check staff ratios. Each case will be assessed individually subject to availability.

One month's notice and payment will be required to withdraw your child from the nursery

Payment of fees must still be made if your child is absent for any reason, for example illness or holiday, as staff rotas are set monthly. If your child is in hospital or is ill for a long period of time it will be at the committee's discretion as to whether you will have to pay nursery fees during that time. The committee's decision is final.

If you are late collecting your child, without prior notice and/or without good reason you will be required to pay a late collection fee. You will be given a five minute grace period, after which you will be charged £10, then £10 for every subsequent 10 minutes that you are late. Example: if you are 15 minutes late, you will be charged £10 and if you are 17 minutes late you will be charged £20. If you arrive up to 5 minutes late on more than 3 occasions, you will be charged £10.

You are required to sign the receipt book each time you make a payment at the office and the staff member taking the payment will also sign this book. Receipts can be given on request. A £15 fee will be charged for any cheques that bounce and thereafter future payments MUST be made in cash.

Should you fall into arrears:-

1. The matter will be discussed with the manager and a payment plan may be set up.
2. If the payment plan is not followed a warning letter will be sent and arrears will be due by the end of that week along with payment for the next week's fees.
3. If fees are still not forthcoming then your child will be unable to attend their nursery session until full payment has been made or an arrangement with the manager has been agreed.
4. Unpaid outstanding fees will then be progressed through the Small Claims Court.
5. If you are in arrears for other payments, such as late collection fines or additional hours, you will have one month to pay. If you have not paid within this time, you will be written to once a week with an administration cost of £10 per letter until payment is made.

PLEASE SPEAK TO THE MANAGER AS SOON AS POSSIBLE IF YOU ARE EXPERIENCING DIFFICULTIES