



The Children's Ark, Church Road,
Pendeen,
TR19 7SE
Tel: (01736) 787167
office@childrens-ark.org.uk
Charity ref: 1147389
Ofsted: EY457353

Fees and Holiday/Absence Policy

Fees

1. Funded nursery places are available for all 3-4 year olds starting from the term following their third birthday. Current funding is provided for 15 hours per week for 38 weeks of the year. Some families may be entitled to 30 hours per week free.
2. Funded nursery places are also available for some two year olds, starting from the term following their second birthday. Entitled families will need to claim this directly from Cornwall Council.
3. Current nursery/day-care charges can be found in the prospectus and on our website.
4. End of Day Late Collection Fee. If parents/carer collect their child later than the agreed collection time, a late collection fee of £30.00 will be charged after 15 minutes at closing time, due to needing two members of staff on site at all times.
5. Within the Ark's opening hours, any child arriving early or departing late will be charged in multiples of 15 minutes with a grace period of 10 minutes e.g. a child is contracted to arrive at 9am, but arrives at 8.50am, a charge for 15 minutes applies. If the child arrives at 8.55am no charge will be made as arrival is during the grace period. Similarly, if a child is

due to depart at 2pm and is collected at 2.25pm and charge for 30 minutes will be applied.

6. Fees are reviewed in April each year to correspond with increasing to staff costs (living wage), or at other times of the year at the discretion of the management committee.

Payments

- Payments are to be made monthly (or other by arrangement) in arrears by due date stated on invoice.
- Invoices are issued monthly by email, hardcopies can be made available upon request. All invoices are payable within 15 days of the date of the invoice.
- Fees can be paid in cash, cheque, standing order or BACS transfer. Cash and cheque payments payable to "The Children's Amazing Rural Kids Ltd" should be paid directly to the manager or administrator and a receipt obtained.
- The Children's Ark also accepts a variety of childcare vouchers, which are available through some employers. Please speak to the nursery manager or administrator for more information.

Non-payment of fees

1. If fees are outstanding after 15 days, a letter or email will be sent from the manager or administrator to the child's parent/carer.
2. If fees are still outstanding after a total of six weeks, a letter will be sent from the Management Committee asking the parent/ carer to discuss a payment plan with the manager or administrator. The plan will need to show that the parent/carer can fund the existing childcare costs plus pay a weekly amount off the debt until it is cleared.
3. Funded children will be restricted to attending for funded sessions only until the debt is cleared.

4. If the debt is not cleared or you have not set up a payment plan the matter will be passed to the County Court. In these cases an admin fee of £50 will be applied and you will be liable for associated court fees.
5. This process will be adhered to, even once a child has left The Children's Ark.
6. All correspondence relating to the non-payment of fees will be both given to you, or the nominated adult collecting or delivering your children personally AND a copy will be posted to your home address.

Change of hours including holiday and leaving the Ark

Holidays are charged at 100% of usual fees to enable us to hold your child's place and hours exclusively available for them on their return. We do kindly **request that a minimum of two weeks notice** is given regarding holidays planned to enable us to manage staff resources more efficiently and cost effectively.

Change of hours requests should be made directly to the Manager and two weeks notice is required. If changes in hours are to take effect immediately (subject to availability), the Ark reserve the right to charge the original fees for the two weeks notice in addition to charges relating to the new hours requested.

If you wish your child to leave the Ark, we require two weeks notice and a letter or email directed to the manager expressing your intent. If your child leaves immediately then we would reserve the right to charge two weeks' notice of fees as if this period of childcare had been taken.

If you wish your child to leave the Ark for a period of time **but wish their place to stay open and available** to them, we would charge 100% fees due as if the child was still in attendance.

Illness

It is important to phone the nursery to let us know if your child is unwell.

Short-term illnesses are charged at 100% usual fees in order for us to hold your child's place open and available to them upon their return.

Absences of two weeks or more will be considered on an individual basis. At the manager's discretion we may waive fees in exceptional circumstances. This would usually require you to keep us informed on a weekly basis concerning your child's absence.

Holiday Club

Occasionally, some weeks during school term time (usually at the beginning or end of the term) are unfunded by central government. These periods can be considered the same as those when the Ark is open during school holidays, and during these times the Ark operates a Holiday Club.

Holiday Club operates on an AM/PM session basis, 0830-1230 and 1230-1630 hrs. We require two weeks' notice and a minimum of five children booked onto a session to open. If your child is booked on to a Holiday Club session but cannot attend, you will be charged as if they had attended unless we receive two weeks notice.

Current hourly rates based on age of child apply and a minimum of four hours is required to book a session, regardless of how much of the session is used.

Banked funding hours may be used in blocks of four hours as payment for holiday club sessions, the manager must be informed in advance if you intend to use any banked hours for this purpose. Holiday Club fees will be included in invoices and billed in the usual way.

It will also be possible for payments for Holiday Club to be spread throughout the year, through overpayments. Please discuss this with the nursery manager or administrator.

This policy was adopted at a staff meeting of The Children's Ark:

Signed.....

Print Name.....

Dated.....

And at The Children's Ark committee meeting:

Signed by chairperson.....

Print Name.....

Dated.....

Date of review.....