



## Fee structure and conditions

Sunflower Day Nursery is open Monday to Friday 08.00AM - 18.00PM. 51 weeks per year and is closed Bank Holidays and a week over Christmas.

Sunflower Day Nursery run on a sessional basis throughout the setting. The sessions are:

Morning 08.00AM -13.00PM

Afternoon 13.00AM -18.00 PM

Full day 08.00AM -18.00 PM

For children in receipt of the Early Years Funding or 2 Year Funding on a stretched offer of 11/22 hours Term Time or 15/30 hours term time only we also offer the following session from 09.00AM - 15.00PM.

### Term Dates

Term Dates will be provided to Parents/carers one year in advance (where possible). Please note that Sunflower Day Nursery is an independent setting and follows their term dates based on Devon County Council model;

Autumn: 14 weeks

Spring: 12 weeks

Summer: 12 weeks

Therefore any parent/carer who registers and is affiliated with other Early years Settings, Primary or Secondary Schools understands that our term dates vary to other settings and should be mindful of this when booking.

### Fees

Our fees are charged one month in advance, at the following rates and include snacks, lunch and high tea.

| <u>SESSION</u> | <u>PRE-SCHOOL</u> | <u>2 YEAR OLDS</u> | <u>BABIES</u> |
|----------------|-------------------|--------------------|---------------|
| FULL DAY       | £69.30            | £74.80             | £77.00        |
| MORNING        | £48.40            | £49.50             | £50.60        |
| AFTERNOON      | £46.20            | £47.30             | £48.40        |

Top up hours will be charged for anything over the 30, 22, 15, 11 hours funded sessions. Including any additional hours on a morning or afternoon session. This will be charged at £12.00 per hour.

### **Additional cost**

Sunflower Day Nursery has additional fees in place for registration and consumables. These are for;

#### **Registration fee**

The registration fee is £20.00 on enrolment. This secures your booking and also goes towards your child's registration on Instant Nursery Manager and Tapestry.

This provides you access to your child's tapestry account during their registration with us and keeps you updated on the child's progress, observations, memo's and important documents we need to share with you.

The Instant nursery manager collates all information provided on the registration document, including financial aspects of the setting such as your fees and sessional bookings.

#### **Meals**

Children who attend for sessions covered by 2 year and 3yr old funding only, will continue to be charged for meals at the rate of £10.00 per day or £5.00 for a morning/afternoon/9.00-15.00 session.

Funded families can provide their own lunches/snacks and will not be charged for food.

Daily sessions will continue to have all meals and consumables included in the pricing structure.

#### **Consumables fee**

The amount of funding set by DCC just does not cover the real cost of early years provision and Sunflower Day Nursery need to ensure we have adequate resources to have a high quality provision and education for the children that attend this includes those under the 2, 3 and 4 year old funding.

**(DFE model Agreement)** A1.32 'Government funding is intended to deliver 15 or 30 hours a week of free, high quality, flexible childcare. The 15 or 30 hours must be able to be accessed free of charge to parents. There must not be any mandatory charges for parents in relation to the free hours. Government funding is not intended to cover the costs of meals, other consumables, additional hours or additional services'

Providers can charge for consumables and meals in addition to the free entitlement place and includes mid-morning and afternoon snacks, lunch and high tea.

Where parents are unable or unwilling to pay for such consumables or food, Sunflower Day Nursery may consider to waive the fee, reduce the fee or request parents/carers to provide the following resources;

Nappy sacks, nappies, wipes and creams

Sun creams

Fruit and snacks

Packed lunches stored in an air tight, cooler and labelled container

### Invoices

Invoices raised will show a clear breakdown of the fees incurred. This will include sessional cost, where the Early years funding has been allocated, where meals, top-up hours above the 11,15,22 and 30 free early years entitlement as well as any discounts that have been applied.

### Holiday

If you wish to book your child on holiday, you will be entitled to receive half price fees up to 2 weeks pro rata for example, child attends 2 days per week, will receive 4 days per year at half price.

Written request of holidays should be emailed with a minimum of 2 weeks' notice, to [excellence@sunflowerdaynursery.com](mailto:excellence@sunflowerdaynursery.com).

Discounts will be shown on the invoice of the month booked.

Children who attend Term Time only secures their child's placement for 38 weeks per year. Subject to agreement Sunflower Day Nursery reserve the right to allocate Term time only children 13 weeks full discount, but parent/carer agrees to pay the full sessional fees during term time dates of Sunflower Day Nursery.

### Absences/Illness/ Adverse weather conditions

If your child is absent for any reason, it is important that you let the nursery know either in advance or by 9 a.m. on the day of their session. (On some occasions we may have planned to go on visits off site or completing tasks involving your child). In the event of your child not being well enough to attend nursery (has a stomach bug or infectious illness for example), would you please keep them at home for a minimum of 48 hours after their last bout of sickness or diarrhea. General colds are inevitable so use your discretion on whether or not your child is well enough to attend. You will understand that Sunflower Day Nursery needs to keep the risk of infection to a minimum for the sake of both children and staff. It would also be helpful for the staff to know why your child is not well, especially in the case of an infectious illness, so that we can inform other parent/carers by means of an information notice displayed at each entrance. Note: Under NO circumstances will children's names be displayed.

If your child is booked into Sunflower Day Nursery but is ill on that day, you agree to pay the full price of the day, as you booked it, including any extra meals, as staffing arrangements will have been secured for your child. You agree to holidays being taken at half price for up to a month per annum, reflecting the amount of days per week your child attends the Nursery.

For unforeseen circumstances such as adverse weather conditions, appliance failures such as heating Sunflower Day Nursery withhold the right to close the setting as a result of the following:

- Staff ratios became unsafe.

- 50% of the children on the register were absent.
- Limited or no access to the building.
- Insufficient heating/water in the building.

On such occasions fees shall remain in place. Parents will not be expected to pay in the unlikely event of a long term closure. Long term closure being 5 working days. Those who receive Early Years Education Funding or 2 Year Funding will be offered an alternative day to take their session within the academic term.

### Extra sessions/Amendments

If you require additional care or a change in session from registering, please email [excellence@sunflowerdaynursery.com](mailto:excellence@sunflowerdaynursery.com) with your written request. A minimum of 2 weeks' notice will be required and Sunflower Day Nursery management endeavor to respond within 2 working days. Sunflower Day Nursery work on child:adult ratio's therefore we will consider this when considering such request.

If you wish to amend your booking for example, reduce or increase your sessions permanently, Sunflower Day Nursery request a minimum of 4 weeks' notice, to ensure appropriate staffing arrangements can be made.

### Arrival and Departure Procedures/Late pick up

Parents/guardians must drop off their child at one of the two entrances and hand over the child to a member of staff. A conversation will take place about the welfare of the child when they are put under our supervision, so that we are aware of the time running up to the drop off point.

When taking a child from Sunflower Day Nursery, the person collecting a child **MUST** be one of the following.

- A parent/carer.
- A nominated person who has been seen by the management of Sunflower Day Nursery and is recognised by us.
- Another person. We must make it clear that this person will be described by a parent/carer to the management of Sunflower Day Nursery, and a specific password will be given by the parent on that day for the person to take a child. We reserve the right **not** to allow children to be taken from Sunflower Day Nursery until we are completely satisfied that the person collecting the child has given the correct password and that the child is comfortable to be taken by them.

Sunflower Day Nursery understands that on occasion Parents/Carers may be running late due to unforeseen circumstances, therefore we request that at the earliest opportunity you arrange alternative collection arrangements (as outlined above) and call 01363777020 to inform a member of staff. If alternative arrangements cannot be sought we will care for your child until you are able to collect. As Sunflower Day Nursery work on adult: child ratio's this may mean we are unable to allow a member of staff leave at the end of their shift, therefore you will incur the following charges for late collection:

- £12.00 per hour after a morning half day.
- £1.00 per minute will be charged for late pickups after 1800 hours

This will be automatic. Please make sure you understand this and do not become offended if you receive a late pick up charge, staff must be paid.

### Vouchers

Sunflower Day Nursery is registered with Tax Free Childcare Account. You can find us by searching:

Sunflower Day Nursery  
82 High Street  
Crediton  
Devon  
EX17 3FG

Registration Number: EY334284

Payments are usually made my BACS transfer.

You can use your Tax-Free Childcare to pay for a range of registered or approved childcare costs including deposits, retainers (during holidays) and payments in advance - where these allow you and your partner (if you have one) to work.

You can only use Tax-Free Childcare to pay for non-care items such as, lunches if they're included in the childcare costs you're paying.

You can use your childcare account to pay for childcare when you're:

- working
- sleeping (during the day) after a night shift
- travelling to and from work

You cannot use money in your childcare account to pay for private school fees which are part of your child's compulsory education.

Preferred method of payments are BACS transfer, employer childcare vouchers such as Sodexo, Computershare, Fair Care, Edenred, Busybees or cash.

### Breach of contract

Sunflower Day Nursery understand that on occasion Parents/carers may find their financial situation may change, due to unforeseen circumstances which may result in failure to pay fees. It is important that you contact the manager Stacey McDonald on 01363 777020 or email [excellence@sunflowerdaynursery.com](mailto:excellence@sunflowerdaynursery.com) as soon as possible to discuss childcare arrangements and a payment plan for outstanding fees.

We may be able to advise you on what you may be entitled to, alternatively you can visit <https://www.childcarechoices.gov.uk/> to help with childcare cost and check your eligibility for tax credits, 15 hours free childcare for 2 and 3 year olds and extended entitlement.

In the unlikely event that any agreement can be made regarding fees outstanding, we may have to postpone care or reduce childcare to the funded sessions only to avoid any further fees incurring.

If fees continue to be outstanding and child withdraws from care, Sunflower Day Nursery will look at Debt Recovery agencies to retrieve monies owed. If this process begins any fees incur by the agency will also be payable by the parent/carer. If parent/carer fails to make payment, then we are able to take you to court to register for a CCJ against you which will order you to make payment.