

Fee Charging Policy

This fees policy forms part of the contract with the parents/carer and The Ark.

The Ark operates a pre-school, nursery, afterschool, breakfast and holiday club for the parents and children in the local community. We aim to offer a high-quality, safe and stimulating environment that provides a service that is good value for money.

1. Opening Times

The Ark is open from 8.00am to 6.00pm, Monday to Friday.

2. Free Early Education for Three and Four Year Olds

For an eligible child the free entitlement consists of 15 hours per week or 30 hours for working parents (see following link for eligibility criteria - www.dorsetforyou.gov.uk/childcare/30-hours-free) of free early education across 38 weeks a year (term time). It may be possible to 'stretch' this entitlement to include school holidays – further information is available from the manager or administrator. A child becomes eligible the term following their third birthday. Parents of children accessing additional hours above the free entitlement will be charged at the normal rate as detailed below in fees. Please note that free sessions missed owing to holiday or sickness cannot be carried forward.

3. Free Early Education for Two Year Olds

Some two year-olds are eligible for 15 hours per week of free early education across 38 weeks a year (term time). Eligibility is based on various criteria; please use the following link for more information <http://www.dorsetforyou.com/childcarefunding/agedtwo> or ask the manager or administrator.

4. Booking, Deposit and Fees

Parents are advised to book the services they require in advance to avoid disappointment. If a place is needed at short notice, please contact The Ark as soon as possible.

A deposit of 50% of four weeks' fees is required to secure a place. This will be retained until your child leaves The Ark.

The deposit is non-refundable if you do not take up the place you have booked.

If you postpone the start date after securing a place you will have to pay a retainer fee of 50% of fees, and if commencement is postponed for more than four weeks the deposit will not be refunded. Discretion may be used in regard to the retainer fee in exceptional cases.

Fees from 1st September 2018

Baby Room

Morning	Midday	*Short Afternoon	Afternoon	All Day
8.00– 12.30	12.30 – 1.30	1.30 – 3.15	1.30 – 6.00	8.00 – 6.00
£24.30	£4.65	£8.60	£23.20	£46.30

*Short afternoon session only available as an extension to Morning and Midday session (i.e 8am – 3.15pm)

Toddler and Pre-school Room

Breakfast	Morning	Midday	Afternoon	After School Club		
8.00am - 8.45am	8.45am - 11.30am	11.30am - 12.30pm	12.45pm - 3.15pm	3.15pm - 4.15pm	4.15pm - 5.15pm	5.15pm - 6.00pm
£3.55	£13.70 (under 3s) £13.15 (over 3s)	£4.65	£12.65 (under 3s) £12.10 (over 3s)	£4.65	£4.65	£4.05
8.00am – 6.00pm including hot lunch & tea - £46.30 (under 3s) £43.65 (over 3s) (if not covered by Early Years Education Grant)						

Baby Room bookings are year round and fees include a hot lunch and tea. Pre-school & Toddler bookings may be term-time only if preferred and, if taken, **hot lunch (£2.50)** and **tea (65p)**, are charged in addition, except where a full day is booked (see above table). A light breakfast is included in the fee for the breakfast session.

Schoolchildren

Breakfast & After-school Club

Breakfast	After School Club		
8.00am - 8.45am	3.15pm - 4.15pm	4.15pm - 5.15pm	5.15pm – 6.00pm
£4.65	£4.65*	£4.65*	£4.05*
	£10.90 for the full session from 3.15pm - 6.00pm*		

A light breakfast is included in the fee for breakfast club but, if taken, **tea (£1.20)** is charged in addition to the above.

From 1st September 2018

Holiday Club

Morning	Midday	Afternoon	All Day
8.00 – 12.30	12.30 – 1.30	1.30 – 6.00	8.00 – 6.00
£15.55 *	£4.65*	£15.55*	£28.05*

A light breakfast is included in the fee but, if taken, **hot lunch (£2.50)** and **tea (£1.20)** are charged in addition to the above.

Children should be collected promptly at the end of a session during the nursery day, as late collections have an impact on staffing ratios set by OFSTED to which we are bound to adhere. If a child is persistently collected late, a fee of £5 per 15 minutes or part thereof will be charged.

If a child is collected after 6.00pm a discretionary late collection fee will be charged of up to £25 for first 15 minutes, or part thereof, after which a fee of £5 per 15 minutes, or part thereof.

All fees include resources and activities. Any planned trips are optional and advance notification will be provided. There will be additional charges to cover the cost of a trip.

5. Discounts

*A 25% discount on afterschool and holiday club fees is offered to second and subsequent children providing both/all children are of school age.

A 75% discount is applicable for up to two weeks holiday per calendar year, for those children who attend year round only. No set amount of notice is required however, if that month's invoice has already been issued then the requisite amount of credit will be added to the following month's invoice.

6. Closures and Absences

The Ark is closed for all bank holidays, for a week in August (which usually includes the August bank holiday) and Christmas week.

Booked sessions must be paid for, even if your child does not attend e.g. owing to sickness. Alternative sessions cannot be booked as swaps for regular sessions in order to avoid additional fees.

7. Invoicing and Payment

- a. Fees for children who attend regularly will be invoiced at the beginning of the month, to be paid to The Ark by 15th of the month. Fee payment is expected in full. If payment is made by cash or cheque, it is your responsibility to obtain a receipt from The Ark as proof of payment.

If fees are unpaid by the end of the month, then a reminder will be issued with the following month's invoice requesting payment of arrears within seven days. If this is not possible, parents are advised to discuss the situation in confidence with either the manager or administrator and a

more flexible payment plan can be arranged. If fees remain unpaid for six weeks or more and contact has not been made within the seven day time frame, then the matter will be brought to the attention of the directors, who may decide that the child be excluded from The Ark, other than for funded sessions, until payment is received. The Ark reserves the right to recover any costs incurred in the recovery of late or unpaid fees. Such costs will include, but not be limited to, legal fees and court fees. The directors also reserve the right to charge a penalty if fees remain unpaid for more than three months.

Any cheques will not be considered as payment until cleared. Any sum tendered that is less than the sum due and owing may be accepted by The Ark as a payment on account only.

- b. One calendar month's notice is required if you wish to withdraw your child from the setting or reduce his/her sessions. If you wish to do this, please notify the manager or administrator as soon as possible.
- c. Where possible, we will be flexible to accommodate changing needs. As such, if sessions need to be changed or extra sessions are required, please contact the setting as soon as possible in order for us to be as flexible as possible.
- d. Parents / legal guardians are required to correctly complete the appropriate voucher scheme documentation in respect of their child and to provide the appropriate authorisation to the relevant body which ensures regular payment.

8. Termination of the contract

The Ark reserves the right to terminate this contract immediately in the event of unsuitable behaviour of parents or non payment of fees following the non payment procedure. In any other circumstances, four weeks of notice will be given.

Parents/carers are expected to give a calendar month's notice. If notice is not received, a month's fees could be charged.

9. Working Tax Credit:

If you receive Working Tax Credit, you may be able to get help towards the cost of childcare. For further details contact the tax credits helpline on 0845 300 3900 or visit HM Revenue and Customs (HMRC) website www.hmrc.gov.uk/taxcredits

10. Review

Fees will be reviewed yearly. Parents will be notified in writing of any fee changes at least six weeks prior to the change taking effect. The fee policy will be reviewed annually.