



## Cygnets' Childcare

### Fees Policy

Cygnets operates a service which is fair and competitively priced. We aim to offer a high-quality service, in a safe and stimulating environment where the needs of individual children are met.

Fees are payable at the rates set by the committee, and these are reviewed annually. We aim to set fees at a level which make Cygnets' services accessible to all whilst providing quality childcare services and early years education. Any change in fees payable will be notified in writing to parents/carers (members) at least two weeks before that change is due to take effect. Notice shall be by letter or newsletter and on the noticeboard at Cygnets.

#### Rates - effective 1<sup>st</sup> January 2022

##### Rates for School Age Children (5 - 11 years)

- Before School Club - £4.60 per session
- After School Club (pick up by 17:00) - £7.65 per session
- Registration fee: £10 (charge applies when child first enters Cygnets, regardless of age)
- **VOLUNTARY** Snack contribution - £1 per week

##### Rates for Pre-school Children not eligible for Government Funding

- Before School Club - £4.60 per session
- Pre-school sessions £13.80 per session (3 hours from 09:10 or 12:10)  
£27.60 daily session (6 hours from 09:10 - 15:10)
- After School Club (pick up by 17:00) - £7.65 per session  
Registration fee: £10 (charged when child first enters Cygnets if not eligible for government funding)
- **VOLUNTARY** Snack contribution - £1 per week

##### Rates for Pre-school Children eligible for Government Funding

All 3- and 4-year-olds are entitled to receive the universal offer of 15 hours per week, government funded early education, for 38 weeks of the year (one full school or academic year). Some working families may also be eligible for an additional 15-hours care per week for 38 weeks of the year (total of 30 hours per week for 38 weeks of the year). Additionally, some 2-year-olds will be eligible for 15 hours government funded early education per week for 38 weeks of the year. Cygnets offer these funded hours during school term times only, between the hours of 08:00 - 17:00. Eligible 2-year-olds receive funding from the beginning of the term after their second birthday and all 3- & 4-year-olds are entitled to receive funding from the beginning of the term after their third birthday - please refer to the table below:

<b>A child whose birthday is between:</b>	<b>Is eligible for a funded place from:</b>
1 January to 31 March	April (Summer Term)
1 April to 31 August	September (Autumn Term)
1 September - 31 December	January (Spring Term)

Cygnets are also able to access **Early Years Pupil Premium funding (EYPP)** for eligible 3- and 4-year-olds. This allows us to pay for extra equipment, training and services that will benefit your child's play and learning. It is not able to be passed to the parent/carer for payment of fees.

Annual funding is available from the **Disability Access Fund** for **children** in receipt of Disability Living Allowance. This helps Cygnets enhance the support they can offer children with Special Educational Needs & Disability.

Where a child's hours of attendance at Cygnets exceeds their number of claimed funded hours, the number of funded hours will be deducted from the number of hours attended and you will be invoiced for the balance of hours at £4.60 per hour.

For further information about the funding offers available to you, please visit [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk). You can check your eligibility for funding by using the Childcare Calculator at [www.gov.uk/childcare-calculator](http://www.gov.uk/childcare-calculator). If you do not have access to the internet or are having difficulty using the website, please speak to Carolyn who will be happy to help.

Parents/Carers who think they might be eligible for the 30-hour offer must check their eligibility at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) during the term prior to taking up the funding. You will be provided with an eligibility code which must be presented to Cygnets before the end of that term to allow it to be validated by us once you have given written consent permitting us to validate your code. If we do not have a validated code by the end of the term prior to the beginning of the term in which you intend to claim up to 30 hours, we will be unable to offer you the additional hours and your child will only be able to access the universal offer of 15 hours. Parents must re-check their eligibility for the 30 hour offer every 3 months by logging onto their Childcare Choices account at the end of the term prior to that in which they wish to continue to receive 30 funded hours. The parent/carer is responsible for ensuring their eligibility is reconfirmed every 3 months.

If your circumstances change and your child is no longer entitled to receive the additional 15 hours funded care, then a 'Grace Period' will apply. A child will enter the 'Grace Period' when the child's parents cease to meet the eligibility criteria. If a child drops out of eligibility in the first half of a term, they remain eligible until the end of that term. If they drop out of eligibility in the second half of the term, they remain eligible until the end of the next term. After which, your child may only access the universal 15 hours. You can retain your additional 15 hours, however these sessions will be charged for at Cygnets' normal rates and fees are payable direct to Cygnets.

All government funding is claimed termly upon receipt of a correctly completed and signed Parent Authorisation Form and the child's original identification, if applicable. (Acceptable identification includes an original passport, birth certificate or European ID card). This documentation must be received no later than Headcount Week each term. You will be notified of that date when issued with your funding form. Failure to return the correct documentation and any identification by the required date, may result in the parent/carer having to pay for their required sessions or the child being withdrawn for those sessions, as they will miss the funding deadline.

Once you have claimed your required number of funded hours for the term, this cannot be increased. Should you wish to increase the number of hours your child attends before the next claim date, you can do so but Cygnets will invoice you for the additional hours at the current rate in force and payment is made direct to Cygnets.

Government funded hours may be shared between two or more childcare sites in one day, providing the total number of hours between the sites does not exceed those to which you are entitled.

Any additional services or sessions are chargeable at the following rates and the fees are payable direct to Cygnets.

- Before School Club - £4.60 per session
- Pre-school sessions £13.80 per session (3 hours from 09:10 or 12:10)  
£27.60 daily session (6 hours from 09:10 - 15:30)
- After School Club (pick up by 17:00) - £7.65 per session  
Registration fee: £10 (voluntary for children in receipt of funding)
- **VOLUNTARY** Snack contribution - £1 per week

### **Sibling Discount**

A sibling discount is applied to fees where there is more than one sibling attending any session paid for by the children's parent/carer. If one of the sessions is government-funded (or funded in any other way where payment is not made by the parent/carer), then sibling discount will **NOT** apply.

2 children	10%
3 children	20%
4 children	25%

### **Invoicing**

Fees will be invoiced half-termly in advance. Payment is due within 14 days of the date of the invoice. If you experience any difficulty in paying your fees, you should in the first instance speak to the Manager (Carolyn Stokes) to discuss an alternative way of

paying your fees, who, if necessary, will refer the matter to the Management Committee for a final agreement.

### **Snack**

You will receive a half-termly request for a voluntary donation of £1 per week towards the provision of your child's snack. The full contribution goes directly towards providing a range of healthy, appealing snacks and the opportunity to try new foods and foods from different cultures.

### **Payment**

Payment can be made by cash, cheque, your Tax-Free Childcare account or direct into our bank account. Childcare Vouchers (providing we have an existing account with your provider, will continue to be accepted until they are withdrawn by Government). Cheques should be made payable to Cygnets Childcare. Our bank account details for those wishing to pay online are below. Please ensure you put your child's name as a reference for the payment.

<b>Co-operative Bank</b>	<b>Account No.</b>	<b>Sort Code</b>	<b>Account Name</b>
	67219614	08-92-99	Cygnets Whelnetham

\* Please note the change of bank details effective 1 January 2022.

### **Outstanding Fees**

If parents have any difficulty in paying their fees, it is essential they tell us straight away. When parents are in genuine financial difficulties, we will endeavour to be as flexible as possible and to mutually agree a payment plan to clear the outstanding fees. All such matters will be confidential.

- 7 working days after the due date, parents will receive an informal written reminder that fees are outstanding.
- If after a further 5 working days, fees remain outstanding, they will receive a formal written reminder and an additional charge of 5% of the outstanding amount will be added to the bill.
- Where the fees continue to be unpaid, we may regrettably withdraw your child's place from any sessions for which we make a charge and that child will only be able to access any claimed free sessions which are government-funded, if applicable.
- In extreme cases we may make an application to the Small Claims Court to recover our losses.

### **Notice**

We plan our staffing levels in advance and so to operate effectively we need notice of any changes to the number of children attending each session. Therefore, we require 6 weeks written notice of a child leaving Cygnets or reducing their sessions, otherwise fees (at the full rate, regardless of whether your child attends those sessions) will be charged in lieu of notice.

## **Refunds**

Fees are still payable if children are ill or absent unless you have given us one week's written notice of the cancellation of a session. Where we have been advised of an absence, fees will be charged at a rate of 50%. If your child will be absent for an extended period, please speak to the Manager. In the event of closure due to circumstances beyond our control, e.g., severe weather or power failure, there is a NO refund policy.

## **Booking Pre-school Sessions**

Parents are required to book their child's sessions termly in advance. To retain these sessions, fees are payable unless early education funding has been claimed.

## **Booking Out of School Care Sessions**

Parents are required to book their child's sessions half-termly in advance to guarantee their place and fees will be invoiced and payable half-termly in advance (see invoicing). If for any reason, the child does not attend a session and we have not received the required one week's notice, fees will remain payable in full.

Where a session has been booked on an unsecured/adhoc basis, the fee will be invoiced retrospectively, and normal payment terms apply.

Availability of session places cannot be guaranteed unless booked and paid for half-termly in advance.

**PLEASE NOTE** - Sessions cannot be swapped. Where a different session is required to that booked, it will be viewed as an additional session being required and invoiced at the current rate, regardless of whether the child attends the session that is booked.

## **Late Collection Fees**

A charge of £1 per minute will be made for each minute a child remains in Cygnets care after their allotted collection time. An invoice will be issued which will be subject to normal payment terms.

Persistent late collection of a child will result in the withdrawal of your child's place from chargeable sessions at the discretion of the Management Committee.

If a child has not been collected within 30 minutes of a session closing and we have been unable to contact the child's parents or nominated emergency contacts, our Uncollected Child Policy will be implemented, and our Safeguarding procedures followed.

## **Working Tax Credit**

If you receive Working Tax Credit, you may be able to get help towards your childcare costs. For further details, contact the Tax Credit Helpline on 0345 300 3900 or visit the H M Revenue & Customs (HMRC) website: [www.hmrc.gov.uk/tax-credits](http://www.hmrc.gov.uk/tax-credits).

