



Bookings, Charges and Cancellation Policy

Aim

- To provide an integrated process for parents, with regard to making and cancelling bookings and paying fees.

Bookings

- All bookings are to be made through the Early Years Leader or in their absence the Nursery Nurse with at least 48 hours notice.
- Bookings can be made in person or telephone.
- Your funded hours will be set the same every week. Any changes to how these hours are used requires one month's notice.
- In exceptional circumstances and if places are available; bookings can be made at short notice, i.e. on the day.

Cancellations

- We charge a reduced fee of 50% of the sessional rate for any cancellations within 24 hours. Failure to cancel any booked paid sessions will result in 100% charge.

Charges

- All monies should be paid directly on Parent Pay. No cash will be accepted for payments.



- Fees will be payable within 2 weeks of receiving the invoice.
- Governors reserve the right to cap a child's finishing time if late collection becomes an ongoing issue. Please see Late collections Policy.
- In the event of a fee being charged for a trip, this fee needs to be paid prior to the trip.
- In the event of a child not having nappies and wipes in their bag a charge of £1 per nappy.

Non-Payment of Fees

- If fees are still outstanding after one month a statement will be sent to parent/carer.
- The parent/carer should come in and see the EYFS Leader to discuss a payment plan. The payment plan will need to show that the parent/carer can fund existing childcare costs plus pay a weekly amount off the debt until it is cleared.
- Funded children will be restricted to attending for funded sessions only until the debt is cleared.
If all else fails we will take the relevant action from the Debt Management Policy.

Holidays

- Planned holidays can be taken throughout the year, with one month's notice in writing, with no payment costs incurred. Failure to inform the nursery within 1 month then a reduced fee of 50% will be charged.



Illness

- We charge a reduced fee of 50% of the sessional rate for any illness.

Closures

- Pensans Nursery will close in line with the school holidays and Inset days.
- Pensans Nursery will close for all Bank Holidays and fees charged.
- Unexpected closures i.e. due to snow, fees will be adjusted accordingly.

Monitoring

- The EYFS Leader and Nursery Nurse will monitor the above on a weekly and monthly basis.
- Parents/Carers will be given at least one month's notice of any changes in the fee structure.
- Fees will be reviewed annually by the School Governors.

Adopted by Pensans Governors on: _____

Representative of Pensans Governors Signature: _____

Review Date: September 2023