



PAYMENT POLICY & TERMS & CONDITIONS

Purpose of this policy:

The purpose of this policy is to inform parents and carers of the procedures in place for paying their childcare fees. The terms and conditions will also be clearly stated for parents and caregivers

Whose responsibility is this?

It is the responsibility of parents and caregivers to ensure they are able to pay for the sessions booked. It is the responsibility of the nursery manager and depute manager to check and monitor if payments are not made. If they are not paid on time, the nursery manager can refuse entry to parents who are not following this policy.

Exceptions and payment extensions

The only exception to this is if circumstances have been explained to the manager and an extension requested in writing. Confirmation of a new payment date must be sent to us via email or using the FAMILY app.

If the payment is not made on this arranged date, then the child's space at the nursery will be immediately suspended until payment is received. *The manager reserves the right to refuse entry to children if their parents or caregiver has not made a payment.*

Late payments

If a payment is late, there will be a series of reminders sent out with the following consequences:

PAYMENT PAID ON TIME (1 st)	Payment is 7 days late (7 th)	Payment is 14 days late (14 th)	Payment is 21 days late (21 st)
No reminder needed	Reminder sent	Reminder sent Late fee of £15 added on to account	Reminder sent Suspension of childcare

Methods of payment

We accept BACS transfers to our account:

Name of bank: Virgin Bank

Name on Account: Tiny Tots Nursery

Sort Code: 82-61-37

Account Number: 10381014

Parents and caregivers can pay in cash, but the preferable method of payment is through our Virgin business account.

A standing order should be set up for the 1st of each month. The fees are payable upfront for the rest of the month. This is to prevent individuals not paying for a service already utilised.

Invoices

Invoices will be sent on the 23rd of each month via the FAMLY app. If a parent or caregiver has asked for additional days throughout the month after this date, they will find a separate invoice for extra childcare on their account on the FAMLY app.

If a parent or caregiver is claiming support from Universal Credit, management can email proof of payment if they do not accept the invoice from FAMLY.

Help with payments

Find out if you are eligible for support: [Universal Credit - GOV.UK](#)

Can you claim for tax-free childcare support? [Tax-free Childcare - GOV.UK](#)

If you are at university or college, you may be eligible for help with your childcare costs. Contact your student union department or research SAAS for more information: [SAAS Childcare Fund Guidance](#)

[21/22](#)

Terms & Conditions of Enrolment

For the child to begin on their first day at Tiny Tots Nursery, the parent must:

- Have filled out a registration form
- Have signed the declaration at the end of the registration form, which states on page 6:

TERMS AND CONDITIONS

£50 registration fee (non-refundable) is required when registering your child.
You pay for 50 weeks of the year averaged out over 12 months (regardless of personal holidays, sickness, or nursery closure including holidays). Fees are payable in ADVANCE.
A minimum attendance of 2 days per week based on half day or full day is required.
I understand that I am required to set up a standing order for the 1 st of each month, for the payment of my child's fee after completion of registration. I understand that fees are subject to change and I will receive prior notice to any such increase.
I understand four weeks' notice is required on either side or full fee in lieu of notice.
We require payment to terms. Payment must be made on time, in full, and without any deduction, set off or counterclaim. In the event that an account is outstanding, we will refer the matter to our debt collection agents which will incur costs. Any costs incurred to collect the debt will be added to the debt, plus VAT at the prevailing rate. You agree that you will be legally liable to pay us that surcharge, and that payment of the same can be enforced against you in court. You also agree to pay interest at the relevant reference rate provided for under the Late Payment of Commercial Debts (Interest) Act 1998, which interest is payable both after and before any judgment of the court and continues to accrue.

By signing the terms and conditions, a service user (parents/caregiver/bill payer) is accepting liability for all payments due to Tiny Tots Nursery.

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By: Joanna Ravey

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