



Oakridge Nursery Fees Policy

Payment of fees

- Around the 15th of each month we will provide you with an invoice for fees covering the next month's hours. You will have until the end of the month (the date will appear on the invoice) to pay the amount shown. If the invoice has not been paid by the date shown on the invoice, attendance for your child will be restricted to the free hours covered by the grant payment which we receive in respect of your child until your account is settled. If you are not entitled to any grant paid hours, you will need to settle your account before your child can be allowed any further attendance.
- If fees have not been paid by the end of the month for which an invoice has been issued the child's place, including the government funded hours, may be withdrawn. The place may subsequently be offered to another child on the waiting list in which case it may not be possible for the child to return, even after the arrears have been cleared.
- New enrolments are subject to a non-refundable £25 registration fee which is payable when your child starts in nursery.

Method of payment

- Our preferred method of receiving payment for fees is through Arbor online system. By using this method we will both have a record of all payments made and received so that any disputes can be quickly resolved.
- The nursery also accepts childcare vouchers from various suppliers including HMR, Edenred, and Sodexo. Please contact the office for further details.

Late collection of children

- If a child is not collected after their agreed booked session time has ended the following fines will be charged: £10 for the first 15 minutes and £10 for each subsequent period of up to 30 minutes.
- Parents who are persistently late in collecting their child after their agreed booked session time could be at risk of losing their place even if late collection fines have been paid.

Fees during absences

- Fees are charged for the place at pre-school and therefore remain due during any absences. This will also apply if a family decides to take an extended holiday during term time. Unless the fees are paid throughout the period of absence, the place may be withdrawn and reallocated.
- However, to avoid hardship, if a child is hospitalised or off for a prolonged period where there are mitigating circumstances (not family holidays), the parents are requested to meet with the Executive Headteacher to discuss a payment plan in order to retain the place.
- One month's notice is required should a parent decide that they are going to withdraw their child from pre-school. Failure to do so will result in fees remaining payable.
- If a child is absent from pre-school without contact or explanation it will be assumed that the child is not returning and after 1 month their name will be removed from the roll and a bill sent for outstanding fees.