

Early Start: Admissions, Charging & Invoicing Policy

Please note: nursery charges may **increase termly**

Sessions

At Early Start we only take bookings for half day or full day sessions.

- Half day sessions are mornings, 8am to 1pm, or afternoons, from 1pm to 6pm.
- A full day (or two sessions) is 8am to 6pm.

Operating weeks

- We are open for 51 weeks of the year. Both settings close for a full week over Christmas and New year. And we only charge for the 51 weeks we are open.

Early Start calculate invoices in the following way:

Termtime only either 38 or 40 weeks.

We work out your weekly fee. We multiply your weekly fee by the number of weeks in the term. Then we divide it by the number of months in the term, into equal amounts so the monthly payment is the same for the term

Full year, 51 weeks (we do not charge for the Christmas closedown week)

We work out your weekly fee. We multiply your weekly fee by the number of weeks in the term. Then we divide it by the number of months in the term, into equal amounts so the monthly payment is the same for the term

Changing attendance

If, for any reason, you cancel your nursery childcare, or change the number of sessions/days/weeks you have booked, you must provide a **MONTHS NOTICE**, within the termtime or twelve-month period we will recalculate fees based on your payment plan. You may owe fees as a result of the recalculated payment plan which must be paid prior to changing/leaving.

We require you to pay your invoice by standing order on the first day of the month (in advance for the whole month). This is within our terms and conditions, which you have/will agree to when you complete your registration form. Your child may be excluded from nursery if your fees remain outstanding after five days, and registration may be terminated. If you are using childcare vouchers/tax credits/national savings and therefore your fees will be paid on a day other than the first of every month, you **MUST** tell us when you book/confirm your place.

Please complete a [request to change nursery](#) hours' form on the website to let us know you are looking to change your attendance. **Please note: more than two requests and/or quote to adjust attendance sessions/days/number of weeks in a three-month period will incur an admin fee of £50.** We will let you know within five working days if we have the capacity for an increase in hours, and will then arrange with you to make the changes and increase/decrease your monthly invoice and recalculate your payment plan and fees.

If you are leaving/reducing hours and you give us less than a full month's notice, we will still charge a full month's fees.

Purchasing ad-hoc extra half or full days of nursery childcare

If you would like to purchase an ad-hoc extra half or full day of nursery childcare, please email Shrewsbury nursery on sbnursery@earlystartgroup.com or Susan Lawrence nursery on slnursery@earlystartgroup.com and a member of the team will confirm by email that the space is available. You must make the payment the same day the booking is confirmed. While we waive the months' notice booking for ad-hoc

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days, if we receive a request to cancel the ad-hoc booking with less than 72 hours' notice we will retain 50% of the fee for admin/overhead purposes. As adjustments will have been made to make the space available.

Late collection fees

If your child is not collected by end of session (morning 1pm and afternoon/full day 6pm) you will be billed at a rate of £15 per 15 minutes, and part thereof, and for every 15 minutes or part thereof.

Food and consumable charges

We provide for all medical dietary requirements for each individual child. Medical practitioner evidence is required to ensure we meet the precise medical protocol need for a child's dietary allergy and/or intolerances. We will endeavour to provide food/drinks that meet religious requirements. Lifestyle dietary choices that are non-medical will incur an extra charge, or may not be available at any time based on source: eg goats milk; vegan are just two examples.

Early Start charge those on funded education places for food and consumables at **£4.50** for every session/half day (morning 8am to 1pm and/or afternoon 1pm to 6pm). We calculate the invoice over the term funded weeks, and we may offset the holding deposit against the last/final term invoices. They may also be used when fees are overdue to cover outstanding fees. All remaining outstanding fees are subject to Debt Collection.

Fees are due in full on the first day of every month, unless a specific agreement in writing is in place with the Nursery Operations Manager

Food: £3.50 per session/half day for lunch/tea, snacks and/or breakfast plus

Consumables: £1.00

Food and consumable charges per term are divided into monthly payments, dependent on the number of months in a term. This is within our terms and conditions, which you have/will agree to when you complete your registration form.

For food safety and health reasons Early Start provides all food in our nurseries. This includes special occasions. This is due to following strict Food Hygiene Regulations and Standards and because we are not able to cold store / heat any food at the Nursery which has not been prepared by our staff or approved food providers. This is to also ensure that food that may affect those with allergies (eg nut) does not inadvertently enter the nursery. Please ensure you detail any dietary requirements when you contact us, and discuss with the nursery manager your child's needs.

A full list of all childcare providers in Newham, who provide EE places may be found on the local authority's website [here](#) if you would prefer to attend a setting who do not charge for food and consumables for children on EE funded education places

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Full Fee paying childcare places minimum booking

The minimum number of fee paying childcare hours we sell per week is twenty, over two full days. We charge at half day and/or full day sessions as mentioned above.

There are no reductions in fees if you attend for less hours: ie if your child attends from 9am to 3pm, the full day charge will still apply. There is no reduction of fees for: absences; public and bank holidays; Inset training days; events outside the control of Early Start. Please refer to the terms and conditions

If you purchase five full days of nursery childcare for 0 – 2 baby & 2 year old, we apply a discretionary discount for the fifth day only.

Shrewsbury nursery

| attendance no of days per week | 0 - 2 baby & 2 year old | |
|--------------------------------|--------------------------|------------|
| | half days | full days |
| One-off extra day | £60 | £75 |
| 2 days per week | N/a min sale 2 full days | £150 |
| 3 days per week | £160 | £220 |
| 4 days per week | £210 | £290 |
| 5 days per week | £250 | £350 |

Susan Lawrence nursery

| attendance no of days per week | 0 - 2 baby & 2 year old | |
|--------------------------------|--------------------------|------------|
| | half days | full days |
| One-off extra day | £55 | £70 |
| 2 days per week | N/a min sale 2 full days | £136 |
| 3 days per week | £160 | £204 |
| 4 days per week | £210 | £272 |
| 5 days per week | £250 | £315 |

For new starters: Payment of a non-refundable £50 admin fee is required and a deposit of £250; payable in advance. Deposits are refunded when the child has left the nursery and we may offset the holding deposit against the last/final term invoices. They may also be used when fees are overdue to cover outstanding fees. All remaining outstanding fees are subject to Debt Collection.

Nursery childcare places booked in advance: not yet started at nursery? Cancelled booking require 60 days' notice in order to have the deposit refunded.

Fees and charges are due in full on the first day of every month, unless a specific agreement in writing is in place with the Nursery Operations Manager

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Early Education (EE) only, funded places

At Early Start, we provide, in partnership with the local authority, funded early education places. Children, who are eligible, may take up a place from the term **after** their second/third birthday.

EE EY15 hours, 38 weeks a year only for two and three + year olds EE 15 hours universal offer Payment of a £45 or £85 refundable deposit is required to hold a place for children (new starters only) on EE15 or EE30 hours only, funded education places, based on the session hours above.

Nursery Childcare and EE WP15 hours, 38 weeks a year only for two and three + year olds EEWP increase to 30 hours

Payment of a non-refundable £50 admin fee is required and a deposit of £250; payable in advance, is required to hold a place for children (new starters only) on EEWP15 or EEWP increase to 30 hours. Eligibility codes are required to provide a quote and hold a place in advance of the start of a new term. The eligibility code is then verified by the local authority in order to confirm the funding will be released. Only then will an offer of a nursery place be booked. Confirmation of eligibility is required before the start of each new term for re-verification by the local authority. If the code is not verified within the government allocated timescales, the EEWP funded education hours will no longer be available and all booked sessions will be charged at the nursery childcare rates.

Purchasing Additional hours over and above EEEY funded hours

EE hours are offered as funded education hours for **38 weeks only**. You may choose to purchase additional hours. The fees and requirements for additional hours are the same as above.

EE funded hours are offered as 15 or 30 hours spread over **38 weeks** in term time.

If you purchase additional nursery childcare over the full year, EE funded hours may be stretched over each term

If you request 40 weeks, the extra two weeks will be charged at nursery childcare fees.

Fees: If you would like to stretch the funded hours from 38 to a full term, please complete a [contact us](#) form on the website and we will get back to you with a quote.

EEY & WP 2 and EE3 30 hours: all have eligibility criteria attached, please go to the [Childcare Choices website](#) for further information.