



LITTLE ROOS DAY NURSERY

FEE POLICY

Little Roos Marlow Fee Policy

Little Roos understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children requires considerable funding to ensure the continued high standards and sustainability of the Nursery, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be reviewed annually, every January, in the light of the Nursery's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.

- All child care is charged on a full day or morning/afternoon/ session basis. A whole day is made up of two sessions and is 10 hours from 8am to 6pm; the morning half day session is from 8am to 1pm, the afternoon half day session from 1pm to 6pm and is 5 hours.

- **Little Roo's recommends a "minimum session attendance" policy that supports your child settling into the nursery initially, provides social experience and consistency for the child. The minimum number of sessions we ask that are attended is 2 full days per week or three half days (subject to availability) sessions per week.

**A new session called a 'School Day' from 9am to 3pm, 6 hours long, has been introduced and is being trialled in selected nurseries in the Summer/Autumn Term of 2019. We ask for 'minimum session attendance' of 3 school days as regular weekly booking. Please note: If parents wish to mix full day or half day sessions with the new 'School Day', session firstly the full day or half day 'minimum session attendance' requirement must be met, as detailed above and on the Terms and Conditions.

- All fees are payable 51 weeks of the year including bank holidays, family holidays and sickness. The Nursery closes for a week at Christmas and there are currently no charges made during this period.

- There will be no refunds if Little Roos Nursery is closed due to adverse weather (e.g. snow, flooding), heating failure or other similar circumstances.

- **Payment of fees should be made monthly in advance, payable three days prior to 15th of the month to which they relate.** This should result in payments being cleared and received by the bank by the 15th of each month.

- Payment is requested by bank transfer. Details are on the invoice. For one off payments, with prior agreement, we will accept cash or cheques payable to D R Arora Enterprises Ltd trading as Little Roos.

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- The Nursery also accepts the Government Tax Free Childcare payments and childcare vouchers from a broad range of providers. Some may take up to 3 to 5 working days to appear in the Nursery bank account, please check with your provider to ensure that these have cleared by the 15th of the month for the invoiced month. Please note: A late fee may be charged if these payments are not paid as per our invoice and Fee Policy terms.
- Where two or more children attend Nursery, a 5% discount will be applied to the fees of the elder child/ren. If the older child is in receipt of Early Years Funding, the discount is applied to the non-funded hours, which excludes meals.
- If the fees are not paid on time, the Nursery may notify the parent/carer in writing and request payment at the earliest possible opportunity. The Nursery reserves the right to refuse requests made for extra hours / sessions or days until outstanding fees have been settled in full.
- The Nursery has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in late fees being introduced. A minimum charge of £25 per occasion will be applied if parents have exceeded the payment date by 7 days. After this time, the Nursery reserves the right to charge daily interest on late fees at the rate of 2% over the Bank of England base rate. Children may also be excluded from the nursery if fees remain outstanding more than 14 days beyond their due date and the registration terminated. Outstanding fees will still be payable and legal action taken where deemed necessary in order to recuperate any fees due to the nursery.
- Parents/carers are encouraged to speak to the Head of Nursery or Nursery Business Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid the late charges and jeopardising their child's place at the Nursery.
- The Nursery requires one months notice in writing should a Nursery place no longer be required. All fees are payable during this period or may be paid in lieu.
- The Nursery requires one months notice in writing should a regular or extra booked session no longer be required. All fees are payable during this period or may be paid in lieu.
- In the event that a cheque is returned unpaid, a standard £20.00 charge will be added to the next invoice to cover bank charges and administration costs incurred by the Nursery.

Early Drop offs or Late collections

Parents must inform the Nursery if they need to drop their children off early or collect them later than agreed in order to ensure that staff ratios are maintained.

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- Parents/carers have access to the building between the hours of 8.00am and 6.00pm via the main entrance.
- Should a parent be delayed and arrive after 6.00pm, they will be charged late fees £7.50 per 15 minute increments to cover the additional staffing costs on an overtime rate.
- With prior arrangement, with 24 hours' notice by email preferably, an additional early drop off session will be charged as per the current price list.
- Additional late charges may be waived as long as the Nursery is given prior notification, but, only at the Nursery Managements discretion.
- Where parents are persistently early or late, as well as fees, we will request a meeting with the parent to discuss requirements as well as our protocol. If necessary and/or possible we will adjust their regular session bookings.

Early Years Funding Scheme

- Children become eligible for EY Funding the term after their third birthday
- We are able to offer the government 2 year old funding at our setting. You need to apply for 2 year old funding by contacting Bucks County Council Family Service. Please contact us after you in receipt of your successful application
- As part of the Early Years Funding Scheme, each setting has to determine 'their offer' of free childcare

Little Roos High Wycombe Stretched Sessional Funding Offer:

As a day nursery, Little Roos offers the Universal setup to all and the newer Extended setup (but only to parents who apply and meet government criteria) on the Bucks County Council Stretched Offer over 51 weeks a year that we are open:-

- Universal setup offers the free entitlement of 570 hours over 51 weeks.
- Extended setup offers the free entitlement of 1140 hours over 51 weeks.

• Please note, in order to make use of all your government funded hours we have a Funding Minimum Session Attendance: -

- To receive the full funding eligibility of 11 funded hours we request that you attend a minimum of 15 hours, i.e. 3 half day sessions, 3 school days a week or one full day and one half days.

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- To receive the full funding eligibility 22 funded hours we request that you attend a minimum of 30 hours a week, i.e. 3 full days or 5 school days.
- If you do not meet these 'funding minimum session requirements', you will receive only part of your funding entitlement. Please see example session Funding Patterns below for more information.
- Parents/carers may only use a maximum of two providers
- Free funded hours will be credited and clearly shown on monthly invoices.
- We follow the Buckinghamshire County Council Term dates. Please see Bucks County Council Family Information website for information on the Bucks County term dates.
- Residual Hours: There is a remainder of 3 funded hours with the Universal setup or 6 funded hours with the Extended setup, which are added to your booking each term to those that are eligible. N.B eligibility is dependent on the funding offer and whether the minimum attendance levels of the regular weekly booking have been reached.

Universal Residual: Per term parents will receive 12 funded hours (instead of 11) for 3 weeks

Extended Residual: Per term parents will receive 23 funded hours (instead of 22) for 6 weeks a term

Universal Funding Patterns

Universal Pattern 1 : For half day attendance: Day 1 : 4 hours, Day 2: 4 hours, and Day 3: 3 hours, giving a total of 11 hours spread over 3 morning or afternoon sessions.

	AM/PM - Hours 1	AM/PM - Hours 2	AM/PM - Hours 3	AM/PM - Hours 4	AM/PM - Hours 5
Day 1	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours
Day 2	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours
Day 3	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours

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Universal Pattern 2: For full day attendance: Day 1: 8 hours, Day 2 AM: 3 hours giving total of 11 hours, spread over 2 full day sessions.

	AM - Hours 1	AM - Hours 2	AM-Hours 3	AM - Hours 4	AM - Hours 5	PM -Hours 6	PM -Hours 7	PM-Hours 8	PM - Hours 9	PM - Hours 10
Day 1	Funded	Funded	Funded	Funded	Occasional Hours	Funded	Funded	Funded	Funded	Occasional Hours
Day 2	Funded	Funded	Funded	Occasional Hours	Occasional Hours	PM Session Rate	PM Session Rate	PM Session Rate	PM Session Rate	PM Session Rate

Universal Pattern 3 : For school day attendance: Day 1 : 4 hours, Day 2: 4 hours, and Day 3: 3 hours, giving a total of 11 hours spread over 3 school day sessions.

	AM -Hours 1	AM -Hours 2	AM-Hours 3	AM -Hours 4	AM -Hours 5	PM -Hours 6
Day 1	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours
Day 2	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours
Day 3	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours	Occasional Hours

- Parents may request extra hours, earlier starts and later collection times but must be requested in writing and agreed with nursery management at least 24 hours in advance. FFE Occasional and extra hours will be charged at the hourly rate of £6.50 for all 2, 3 and 4 year old.

- EEF only covers childcare, snacks, and all drinks including milk but not the additional costs such as meals. Meal times are breakfast, lunch and tea. . Morning sessions must include both breakfast and lunch and Afternoon sessions includes tea. A funded Full Day session meal charges are for £7.50 for the day. The cost for our in house cooked lunch per meal is £3.50, tea is £2.50 and breakfast is charged at £1.50. We will make the assumption that you wish for the Nursery to supply all sessional funding offer meals unless we are informed to the contrary in writing giving one month's written notice to cancel all meals.

New Government Extended Offer of 22/23 funded hours stretched over 51 weeks

The new offer of 22/23 funded hours stretched (and Tax Free Childcare) was introduced from Autumn Term 2017. It is the parent's responsibility to check eligibility and apply for the extra 11 funded hours:-

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1. Parents must access the government website:- <https://www.childcarechoices.gov.uk/>

This Childcare Choices website allows you to:-

- check your eligibility for each of the childcare schemes
- find out more about each scheme
- sign up for a scheme or register for email alerts (if not available yet)
- find out what you need to do next

If you face any technical difficulties when filling out the online form, you can call the Customer Interaction Centre for assistance on 0300 123 4097

2. Once you have visited the Childcare Choices website (see Step 1 above) and you have received your email confirming you can sign up, you will need to go onto the GOV.UK website to complete your application.
3. After your application has been processed, it will be reviewed by the government, HMRC.
4. If you qualify, you will receive an 11-digit code, which you should then email to the nursery with your National Insurance number to allow us to validate your code further with Bucks CC.
5. A new Extended Offer Parent Declaration Funding form will need to be completed also and returned asap to the office with proof of your child's date of birth (original birth certificate or passport to be seen in person please).
6. When the final validation has been completed we are then able to book in your funded sessions in time for your new term, funded start date.

Reconfirming your Extended Offer eligibility

If you have applied for 30/22 hours of free childcare, you must reconfirm your eligibility every 3 months. You must do this even if your child hasn't started their 30 hours place. Grace Periods may apply, but please contact the government, Customer Interaction Centre (as detailed above) for further clarification on this.

Extended Funding Patterns

Extended Pattern 1 : Here is an example booking for 22 funded hours stretched over a minimum 30 hours attendance, 4 half days and one full day attendance: in a pattern of 4, 4, 3, 4, 7 funded hours, spread over 4 morning sessions and one full day.

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	AM – Hour 1	AM - Hour 2	AM- Hour 3	AM - Hour 4	AM - Hour 5	PM - Hour 6	PM - Hour 7	PM- Hour 8	PM – Hour 9	PM - Hour 10
Day 1	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours					
Day 2	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours					
Day 3	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours					
Day 4	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours					
Day 5	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours

Extended Pattern 2: 22 funded hours, spread over 3 full day sessions, a minimum of 30 hours attendance, in a pattern of 8, 7, 7 hours.

	AM – Hour 1	AM - Hour 2	AM- Hour 3	AM - Hour 4	AM - Hour 5	PM - Hour 6	PM - Hour 7	PM- Hour 8	PM – Hour 9	PM - Hour 10
Day 1	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours
Day 2	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours
Day 3	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours

Extended Pattern 3: 22 funded hours, spread over 5 School Days in a pattern of 5, 5, 4, 4, 4 hours.

	AM – Hour 1	AM - Hour 2	AM- Hour 3	AM - Hour 4	AM - Hour 5	PM - Hour 6
Day 1	Free Funding	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours
Day 2	Free Funding	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours
Day 3	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours
Day 4	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours
Day 5	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours

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Extended Pattern 4 : Mixed sessions on Extended setup. You must attend a minimum of 30 hours a week in order to receive the full 22/23 funded hours entitlement. If you do not attend 30 hours a week, you will not receive the full entitlement of 22/23 funded hours. Here is an example below of a mixture of sessions, 2 full days and 2 school days which equates to 32 attendance hours. The funding pattern is 8,7,4,3, totalling the full entitlement of 22 funded hours.

	AM – Hour 1	AM - Hour 2	AM- Hour 3	AM - Hour 4	AM - Hour 5	PM -Hour 6	PM - Hour 7	PM- Hour 8	PM – Hour 9	PM - Hour 10
Day 1	Free Funding	Free Funding	Free Funding	Free Funding	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours
Day 2	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours	Free Funding	Occasional Hours	Occasional Hours	Occasional Hours
Day 3	Free Funding	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours				
Day 4	Free Funding	Free Funding	Free Funding	Occasional Hours	Occasional Hours	Occasional Hours				

**** Please note:** If parents wish to mix full day or half day sessions with the new (currently on trial) ‘School Day’ session, we ask that our ‘minimum session attendance’ requirement for full days and / or half days must be met as a pre-requisite, before adding the school day session. Minimum session requirement are also detailed on the Terms and Conditions.

Stand-alone model offer

- As per the Bucks County Council FFE guidelines, we are able to offer 2 year (by prior application to Bucks CC) and all 3 year olds (the term after they turn 3) the ‘Stand Alone’ funding offer where only the free funded hours are taken per week.

- Please see below the Stand Alone Free Entitlement Sessions available per term:-

Based on 11 funded hours a week available, subject to availability and our admissions policy, we will be able to offer: -

Monday to Friday

On Day 1 & 2: 13:00 to 17:00 (4 hours PM)

On Day 3: 13:00 to 16:00 (3 hours PM)

Based on 22 funded hours a week available, subject to availability and our admissions policy, we will be able to offer: -

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Monday to Friday

On 3 days a week: 13:00 to 18:00 (5 hours PM)

On 2 days a week: 13:00 to 16:30 (3.5 hours PM)

- EEF only covers childcare, snacks, and all drinks including milk but not the additional costs such as meals. Meal times are breakfast (8am-9am), lunch (11.15-11.45) and tea (16:00-16:45). Morning sessions must include both breakfast and lunch and Afternoon sessions include tea. The cost per meal for our in house cooked lunch is £3.50, tea is £2.50 and breakfast is £1.50.
- We will make the assumption that you wish for the Nursery to supply all funded session meals unless we are informed to the contrary in writing giving one month's written notice of the intention to cancel all meals.
- You are not required to pay the non-refundable registration fee which is currently £50 or the refundable deposit, currently £200, when you opt for the Stand Alone offer. If you require any services not included by the government funding then we will ask you to pay the £200 refundable deposit.
- You cannot switch between the funding offers, mid academic year. i.e. 'Stand-alone' offer and 'Sessional' offer or between 'Stretched Offer' to 'Term-Time' offer.
- As above, parents may request extra hours, earlier starts and later collection times but must be requested in writing and agreed with nursery management at least 24 hours in advance.

Early Birds and Late Pick Up sessions pricing will be subject to availability and pricing will be detailed on the site current price list. Extra hours will be charged at the hourly rate of £6.50 as per our current price list.

Other Deals and Discounts

Teachers Deal as per previous owner's setup (not applicable against any new registrations/starters from January 2018 unless with special arrangement):-

- Fees are not payable in ½ terms X 3 (usually one week in October, February, May)
Not during August
Not doing the one Christmas week (when the nursery is closed)
- Parents will pay for Easter school holiday break
Pay for the Christmas school holidays (except one Christmas week as above)
Pay for last full week in July

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- All parents pay nursery fees for their holidays, sickness and during bank holidays when the nursery is closed.

Please note: The academic term dates Little Roos would use for booking these sessions into our nursery management system, would be based on the Bucks County Council school term and holiday dates, so all our 'teacher discount/deals' session bookings would be consistent and booked into the nursery management system in advance. Therefore this means that all inset days have to be paid for by parents. <https://www.buckscc.gov.uk/services/education/schools/term-dates-and-school-holidays-in-buckinghamshire/>

- Not to be used in conjunction with any other discount/deal
- As per the Terms and Conditions, one month's notice needs to be given by both parties, before change to discounts/fees/sessions is implemented.

NHS Discount and Teachers Discount from February 2019

• We are now able to offer 5% NHS discount that will be applied to the regular sessions only, i.e. the discount is applied to the stretched offer non-funded hours, excluding meals on these funded days.

- Not to be used in conjunction with any other discount/deal
- Not applicable to term-time only attendance.
- Proof of NHS and Teachers (Qualified Teachers status - QTS Number) and current employment must be provided. If your applicability status changes and you do not update us, we reserve the right to back date and request immediate payment of your discount fees.
- As per the Terms and Conditions, one month's notice needs to be given by both parties, before change to discounts/fees/sessions is implemented.

Sibling Discount

• Where two or more children attend Nursery, a 5% discount will be applied to the fees of the elder child/ren. If the older child is in receipt of Early Years Funding, the discount is applied to the non-funded hours.

- Not to be used in conjunction with any other discount/deal.

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- As per the Terms and Conditions, one months' notice needs to be given by both parties, before change to discounts/fees/sessions is implemented.

Date Updated: June 2019

Next Date of Review: January 2020

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