

Haven Nursery School  
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Executive Headteacher: Debra Redpath



## Haven Nursery School – Childcare Terms and Conditions

### **Invoices and Payment**

Soon after your child takes their place at Haven, you will be issued an invoice for charges relating to the whole (or remainder if applicable) of the month. **Please note that charges are payable in advance.**

In the first part of each subsequent month you will be issued a monthly invoice in respect of charges for that period, together with any charges additionally accrued during the previous month e.g. for additional hours or days. Please note that it is your responsibility each month to collect your invoice from the dispenser located in our Main Reception area. **All invoices must be paid promptly and in full within 28 days of the date thereon.**

The easiest way to pay your fees is via <http://www.epayments.hants.gov.uk/invoicepayments/>. If this payment method is not possible, then payments can also be made using cash or credit/debit card. Payment can be made at our Main Office, which is open between 7.45am and 6.00pm Monday to Friday.

We accept Childcare Vouchers from most major companies and we are also registered to receive Tax-Free Childcare payments. Your Childcare Voucher Company is likely to require our Ofsted registration number, which is 109927. If for any reason we are unable to redeem your childcare voucher/payment you will be responsible for payment of the fees due by another payment method. It is your responsibility to ensure voucher payments are received by us before the invoice 'due date'.

As the receipt of prompt payment is critical to the effective operation of the Centre, failure to make full payment by the specified date may result in the suspension of your child's nursery place. Written notification will be issued in such instances.

### **Registration Fee**

When we offer a place in our paid childcare provision, a registration fee of £50.00 is required in order to secure that place. This amount will be deducted from your final bill, assuming there is no other outstanding balance.

### **Late Payment**

Late payments cause a great deal of additional administrative work. A late payment fee of £5.00 may be charged for each day any payment remains outstanding on an account. Payments will be classed as 'late' if the full invoice has not been paid within 28 days of the date thereon. Late payment fees will be added to the following month's invoice. Persistent late payment of fees may result in the suspension of the childcare place.

### **Fees and Terms and Conditions**

Fees and Terms and Conditions will normally be reviewed annually. However, we reserve the right to review and amend our fee structure and/or Terms and Conditions at any time. At least one month's notice of any change will be given.

### **Notice Period**

A minimum of 1 month's written notice of your intention to withdraw your child(ren) from the Nursery must be given, or one month's fees will be charged in lieu of notice.

A minimum of 1 month's written notice of any request to change the regular pattern of attendance or to reduce the number of days or hours your child(ren) attends nursery must be given, or one month's fees will be charged in lieu of notice for the number of days reduced. We ask for written notification to avoid any potential misunderstandings that may arise. Please note requests are subject to availability of spaces.

### **Sickness and Other Absence**

Like most childcare settings, fees will not be waived in respect of any absence on a child's standard days or any pre-booked additional hours. This includes family holidays. We would, however, greatly appreciate being advised of any planned or unplanned absence.

There is no charge made for Bank Holidays or In Service Training (INSET) Days.

### **Attendance Patterns**

Children will have an agreed regular attendance pattern which can only be altered with suitable written notice (see 'Notice Period') and subject to the availability of places. Term time only attendance patterns are only available for children in The Cherry Room and The Hive, who attend 30 hours or less per week.

### **Inclement Weather**

In the event of adverse weather, we will endeavour to open the Nursery as normal. If the Nursery is open and able to offer the usual service, fees will be charged as usual regardless of whether a child is able to attend. In the event that the Nursery is not able to open because of adverse weather, no fees will be charged.

### **Late Collection**

We politely request that parents/carers collect their children punctually. We may impose a fee of £15 for each 15 minutes or part thereof that a child is late in being collected. Please also refer to the Centre's 'Uncollected Child Policy', a copy of which is available on request.

Parents/Carers should allow sufficient time for discussions with staff at the end of their child's session to ensure end of session time is not exceeded. *For example, children who are paid for until 6pm should be collected and have left the premises by 6pm to allow our staff to finish their shifts promptly and for cleaning regimes to be undertaken.*

### **Confirmation**

The above Terms and Conditions supersede those previously issued and take effect from 1<sup>st</sup> September 2017. Failure to adhere to the above terms may result in the suspension of your child's place. Outstanding debts may be referred to Hampshire County Council's Income Collection Team, who may then refer to a debt recovery agency. Legal proceedings may form part of the debt recovery process.

By accepting **or continuing to accept** a place for your child, you agree to accept the Terms and Conditions stated above and any future variations (subject to one month's notice being given of any such changes).