

## Fees and Charges Policy - September 2022

### The Den Charges are outlined below:

Monday - Friday Breakfast Club:	£8.00	7.30 am - school opening time
Monday, Tuesday, Thursday After School Club	£12.00	School collection - 6pm
Wednesday After School	£10.50	School collection - 5.30pm
Holiday/INSET day	£25.00	8am - 6pm
Half Day Holiday/INSET	£12.50	8am - 1pm / 1pm - 6pm
Late collection charge	£10.00/15 mins late	After 6pm (or 5.30pm on a Wednesday)

### Booking cancellations

Fees will still be payable for children booked into the club, who then attend an after school activity (such as netball, running club, etc), at the school or elsewhere.

Where a child attends an after school activity before arriving at the club, fees will be charged from the end of the school day. This secures your child's place in the event of the after school activity being cancelled last minute.

Booked sessions may be cancelled at any time. Any session cancelled less than a month in advance will be charged at the normal full rate.

Swapping sessions to another day of the same week is the discretionary decision of the manager.

Booked sessions, cancelled due to illness, will be charged at the full rate.

Cancelled sessions may be offered to other children.

If your child is away from school on planned residential trip, with advance notice, there will be no charge however if it is a short notice trip such as a sporting event you will be charged at the normal rate.

If you wish to permanently cancel a session(s), one month's notice in writing is required, during this period you will be charged at the full rate irrespective of whether your child attends.

### Late collection fees

If a child is not collected by 6pm, (or 5.30 on a Wednesday), a charge of £10 per quarter of an hour to cover the costs of the staff who are required to stay and for premises hire will be enforced.

### Invoices and payment terms

The iPal payment and invoicing platform is now live. Invoices can be viewed for the whole year and fees are payable prior to attendance monthly and in advance. The initial deposit of £15 is paid to cover administration.

Invoices will be issued via email and are payable within 7 days. Persistent late or non-payment of fees may jeopardise a child's place.

Fees are reviewed at the end of each academic year.

### Modes of payment

You may choose from the following modes of payment to settle your invoices.

- BACS transfer as outlined on your invoice
- Paying by cheque - payable to The Den
- Paying with electronic childcare vouchers - When making your payment online, please reference the invoice number and the name of the child(ren) if possible.
- Paying by cash

### Late payments

You are encouraged to talk to the The Den's Out of School Club Manager if you think you will have difficulties in paying your invoice. The sooner we hear, the easier it is to find a solution. Please contact us as

soon as possible. This is in everyone's interest. In the eventuality that payments are not received The Den's Out of School Club will engage the following procedure to secure payments:

- Stage 1: - A reminder invoice will be sent by email asking for a payment to be made within two weeks of receipt
- Stage 2: - If no response has been received two weeks following the receipt of the reminder letter, a warning letter will be sent to you asking for payment to be made within one week of receipt of the warning letter. A £10 fee will be added to the total amount due.
- Stage 3 - If no response is received within one week of receipt of the warning letter, then the child (children)'s place(s) will be withdrawn immediately and the child (children) will no longer be accepted at The Den's Out of School Club until full payment is made.

### **Invoice Disputes**

Should you not agree with the amount on the invoice, please contact Anna on [thedenclevedon@outlook.com](mailto:thedenclevedon@outlook.com) and the dispute will be investigated.

Registers are taken for every session and invoices are based upon these and the information you provide for the following term.

In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent.

### **Forced closure of the The Den's Out of School Club**

In some extreme circumstances, The Den's Out of School Club may be forced to close unexpectedly or at short notice. If The Den's Out of School Club is closed due to closure of All Saints School - such as a planned INSET day, no charge will be made.

In the event of closure of The Den due to extreme weather conditions, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the manager The Den will close and the parent/carer accepts that a refund of fees or a credit on the account will be made.

If The Den's Out of School Club closes early for any reason, the appropriate charges will be made, at the discretion of the manager.

### **Payment difficulties**

If you experience problems in meeting the payments, you must contact the The Den's Out of School Club Manager to avoid your child's place being withdrawn.

You will be required to send a letter outlining the problems. The matter will be dealt with confidentially and on an individual basis, however, you should not have any expectations in terms of the response you might receive.

### **Childcare support**

If your employer offers a childcare voucher scheme, you may be able to use these towards payment for your booking. These schemes are exempt from tax and National Insurance. If your employer would like support to set up a scheme, ask them to call 01954 284203 for more information and advice, or log on to [www.hmrc.gov.uk/helpsheets/e18.pdf](http://www.hmrc.gov.uk/helpsheets/e18.pdf). We currently accept most childcare vouchers. Please see Anna for details

### **Childcare tax credits**

You may be entitled to childcare tax credits, which could assist with up to 70% of the cost of this booking. To find out if you qualify, call the Tax Credit Office on 0845 300 3900, or visit [www.taxcredits.hmrc.gov.uk](http://www.taxcredits.hmrc.gov.uk)

### **Childcare Information Service**

This service may be able to provide support for families and advice on paying for childcare. You can contact them on 0845 0454014

This policy was adopted by: The Den	Date: 01.06.22
To be reviewed: 01.06.23	Signed: AGriffin