



Bookings, Amendments to Bookings & Payment of Fees Policy

HCCPS Pre-School @ The Cambourne Campus, aims to make itself accessible to children and families from all sections of the local community. We offer a selection of funded and non-funded sessions. Sessions are allocated to meet the demands of the parents/carers wherever possible, and are staffed accordingly.

The Pre-School is registered to receive Early Years Education Funding (EYEF) for each child from the term after their third birthday for a total of up to 15 Universal hours per week and/or Extended 15 hours per week (for 3-year olds) for 38 weeks of the year.

Our sessions are:

Early Morning Drop off session = 9.00 – 9.30am – 0.5 hours

All day session= 9.30 – 3.30 – 6 hours

Mornings session = 9.30- 12.30 (includes lunch - provided by parent 12.00 – 12.30) - 3 hours

Afternoons session = 12.30-3.30pm - 3 hours

Parents/carers may sign their child up for as many sessions as they wish but any session hours over the funded 15/30 hours must be paid for as per this policy.

The Pre-School does not insist that the full funded 15/30 hours is taken - it is your choice of how many of the sessions you wish to take of sessions available. However a regular weekly pattern of sessions should be agreed with the Pre-School in advance. Any absence must be notified immediately to confirm why a child has missed a session.

The early drop off session for Pre-School children cannot be paid for through government funded hours. See below for separate costs.

Parents/carers request sessions by completing and signing the Pre-School booking form. Once the booked sessions have been confirmed by the Pre-School and payment of the £60 administration fee has been paid, there is a binding contract in place between the Pre-School (which must provide the sessions) and the parent/carer (who must pay for them). Any changes to this contract must be made in

accordance with the procedures below. For funded sessions the administration fee will be deducted from the first invoice.

Amending the contract between Pre-School and parents/carers

- All requests to amend the contract between Pre-School and parents/carers (whether by adding, cancelling or swapping sessions) must be made in writing to the office or sent to the Pre-school email address nursery@hardwick.cambs.sch.uk
- If parents/carers wish to book additional sessions on a permanent basis, a full half term's notice should be given. However, Pre-School will consider requests on less than half a term's notice if possible.
- Requests for additional sessions (to be attended on a permanent basis) will be considered by the manager, taking into account the effects any change may have on ratios, staffing and space availability. Every effort will be made to meet the needs of the parents/carers. Pre-School will respond to the request as soon as possible and in any event within 4 weeks of the application
- Requests for ad hoc additional sessions will be considered by the Pre-School manager and must be paid for in advance. Pre-School does not guarantee that ad hoc sessions will be available.
- If parents/carers wish to reduce the number of hours attended on a permanent basis, 6 weeks' notice must be given. This is necessary for staffing and budget considerations. Failure to give this notice will result in parents/carers being liable to pay any fees owing (beyond funded sessions) for the 6 weeks, even if the child does not attend Pre-School during this time.
- The requirement to give 6 weeks' notice also applies to children attending Pre-School for the first time. If you decide not to take up your place and do not give Pre-School 6 weeks' notice of your decision, you will be liable for 6 weeks' fees.
- As overheads are ongoing, we are unable to cancel sessions or offer refunds for holidays or sickness.

Fees

This policy has to be enforced to enable the Pre-School to meet its running costs.

Children who do not receive EYEF will be expected to pay for a session, a session being defined as 3 hours. An additional fee will be charged, should parents take up the optional early drop off session between 9am and 9.30am as this cannot be paid for through government funded hours as it is not part of our core offer.

The current fee scale from the Spring Term Feb 2024: These are set by the Governors and reviewed at the end of each academic year, or sooner if necessary;

- Over 3 but not yet entitled to EYEF = £19.50 per 3hr session or £39 per full day

- Over 3 but over allowance £19.50 per 3hr session or £39 per full day
- Optional Early Morning Drop Off = £3.23 for 30 minutes
- Administration fee = £60

Accessing EYEF (Early Years Education Funding)

To access EYEF, parents, must complete and sign the Parent/Carer declaration and provide proof of their child's identity, address and date of birth (e.g. a short form birth certificate or NHS card) and agree when the funded hours will be taken. If the form is not signed before the child starts at the setting, sessions will not be funded, and parents will be charged the full session amount.

Payment

Payments for sessions should be made before the start of each half term. Invoices for non-funded sessions are sent out the last week of each half-term for the following half-term along with Scopay details (the Pre-School's Online Payment System) for parents'/carers to settle the individual accounts online. They also include the Pre-School phone number and email for any queries. If you do not have an email address, these will be printed.

Childcare vouchers are accepted for payment. If parents/carers wish to pay by childcare vouchers, please email nursery@hardwick.cambs.sch.uk with information on which provider is being used. If an account with the company does not currently exist the Pre-School will endeavour to set this up.

Should payments not be made in a timely manner the procedures below will be followed.

Late or non-payment of fees

The following applies to all non-funded sessions:

- Payment will be due 2 weeks from the date of the invoice. Childcare Vouchers are accepted, please see above. If fees have not been paid by the start of the child's first session, parents/carers will be sent a reminder letter or email.
- In cases of financial difficulties weekly payment instalments of fees can be arranged through the Pre-School Administrator and School Business Manager. In this instance payment must be received at the beginning of the first session each week
- Payment plans are available for those that require them. Where an individual payment plan is agreed, a formal agreement will be drawn up, signed by both parties and monitored until the outstanding debt is paid in full.

- If parents/carers do not adhere to the terms of an individual payment plan, this will be treated as non-payment of fees and the procedures detailed below will be followed.
- Where no communication is received within 5 working days in response to the first reminder letter, a further letter will be sent to the parents/carers. This letter will request payment in full by a specified date. Typically this date will be within five working days of the date the letter is sent.
- If payment is not received by the date specified in the second reminder letter a “final demand” letter will be sent to the parent / guardian requiring immediate payment of the fees plus a 15% administration charge.
- Once a final reminder letter has been sent, the affected child(ren) will be excluded from the Pre-School for all fee paying sessions they attend.
- If payment is received within four working days of receipt of the final demand, no further action will be taken and the affected child(ren) may resume attendance at Pre-School.
- If payment is not received within four working days, the Pre-School reserves the right to begin court proceedings through the Small Claims Court.
- If court proceedings are taken, the Pre-School will seek to recover all court fees and other reasonable expenses (including a reasonable hourly rate for attendance at court by staff, advisers and other persons).

Pre-School Closure & Fees

In the event that the Pre-School has to close due to severe weather/other events (for example no heating or water supplies, or other unforeseen circumstances), then fees are still payable for this time. If the Pre-School has to close for an extended period of time, then this will be reviewed for each circumstance.

If the Pre-School has to close due to ratios falling below the legal limit then fees will not be liable.

In the event of a school closure a member of school staff will attempt to contact individuals by email, text or phone as soon as possible. School closures are reported locally on radio stations such as BBC Cambridgeshire Radio. We will also update on our website and the Cambridgeshire County Council School Closure website.

Late Collection Charge

Pre-School must be notified if you are going to be late to collect your child. If no notice is given and this is a repeat occurrence (more than twice in one week or six times in a half term) a charge of £10 plus £1.00 per minute late will be levied. A record will be kept, and charges will be invoiced.

By Agreement – Please Sign here:

Date: