



## **FEES AND INVOICING**

### **1. OFFER OF A PLACE AND SUBSEQUENT PAYMENT OF BOND**

When a family initially looks around a York Childcare Ltd (YCL) nursery, they are asked if they would like to join the waiting list, unless a place is available immediately. The family will be informed as soon as the requested place becomes available.

This waiting list is reviewed formally on at least a quarterly basis, more frequently if children leave or change sessions at unexpected times. The relevant Nursery Manager or Team Leader contacts the next family on the waiting list for the vacancy which has arisen. If a suitable place is not available, families may be asked if they would like to remain on the waiting list. (Please also refer to the Admissions Policy)

- When a place becomes available, the Nursery Manager or Team Leader will contact the parent / carer to inform them of the vacancy.
- The parent/carer will then be sent a letter which:
  - a) confirms details of the place being offered, with a Fee Schedule detailing the cost of each place.
  - b) requests a Bond of one month's fees for each place that they require
  - c) contains a Contract outlining the terms and conditions of the nursery place.
- One copy of the Contract must be signed and returned to the nursery along with payment of the Bond by the date specified in the letter.
- A receipt for the Bond will be issued to the parent/carer once payment has been received. The Bond secures the place(s) until the actual start date.
- The Bond is recorded in the Bonds Ledger with the date paid, the parent/carers names and details of the sessions booked (as detailed in the Fee Schedule).
- When the child leaves the nursery, then provided the correct period of notice has been given, the Bond will be offset against settlement of the final month's fees. A message will show in the memo box stating that the Bond(s) will be deducted from the total shown on the invoice.
- Parents/carers are jointly and severally liable for settlement of invoices. In the event of a separation or divorce they should immediately advise the General Manager and jointly notify their intentions over responsibility for outstanding and future fee invoices. Joint and several liability means that YCL can pursue the parent/carer of its choice for settlement of the fee invoices.

### **2. INVOICING**

- Fees are charged in advance of attendance. So for example, an invoice for the month of July is issued, mid way through June, with a date of 1<sup>st</sup> July.



- If a parent/carer books a place part way through a month for the child to commence straight away and mid-month, then the parent/carer will pay a Bond of one month's fees in accordance with Section 1. They will also be invoiced for the charges for the month of starting immediately, for payment by return.
- Parent/carers are invoiced for all sessions that are reserved for their child(ren), including the sessions at which the child(ren) is absent due to holidays or sickness. However, the parent/carers are not invoiced for the Christmas week nor for national Bank Holidays as YCL has taken the decision to close the nurseries on these dates.
- An invoice includes the family's details, the date and an invoice number. It also shows the sessions attended by the child(ren), with a total amount payable. The total amount payable should be paid by the first day of the month, to which the invoice relates.
- The invoice will contain information with relevant dates of a child commencing or leaving.
- If a parent/carer intends to change their child(ren)'s sessions, or plans for them to leave, they must notify the relevant Nursery Manager **IN WRITING, GIVING TWO MONTH'S NOTICE**. Failure to do so will result in the parent/carer still being invoiced, for **TWO** months, after the child has changed sessions or left the nursery. This notice period is vital to ensure correct fee invoicing of the child's place.

To advise parents/carers of any invoices, which have not yet been paid, or to remind them that they still have some credit remaining, a reminder note may be stamped onto the monthly invoice.

If a parent/carer should find themselves in financial difficulties, and are unable to pay any invoice, they should contact the General Manager immediately, who will try to assist in any practical way. If such matters are not discussed with the General Manager, and accounts show a large or growing outstanding balance, YCL do have procedures in place to recover such debts. Please make contact, before procedures have to be followed.

### **3. PAYMENT**

Payment of fees should be made on the first day of the month to which the invoice relates. Please allow approximately one week for payments to be processed.

#### **3.1. CHEQUES**

- Cheques should be made payable to 'York Childcare Ltd' and sent to the General Office, York Childcare Ltd, The Pavilion, Rawcliffe Lane, York YO30 6NP. Please write the number of the invoice you are paying on the back of the cheque.
- When a cheque is sent, the cut off portion at the bottom of the invoice should also be enclosed, stating the invoice number, name and the amount that is being paid.

#### **3.2. CASH**



- The Nursery Manager is able to take cash for fee payment and will give a receipt as proof of payment. Please note, change cannot be given, so do ensure you have the correct money.
- Cash payments can also be made to the General Office between 9.30 and 2.30, where a receipt will be issued as proof of payment. It is asked that cash is not posted to the General Office, as it is not possible to issue a receipt.

### **3.3. CHILDCARE VOUCHERS**

- If a parent/carer is in receipt of paper childcare vouchers, these must be submitted on the first day to which the invoice relates. If the vouchers do not cover the exact amount of the invoice, a cheque for the amount of the outstanding balance should be posted along with the vouchers to the General Office.
- If a parent/carer is in receipt of 'e-vouchers', it is essential that a reference is given to the voucher provider, so that payment can be identified when it comes in to the YCL bank account. The surname of the child is a suitable reference.

### **3.4. PAYMENT BY INTERNET BANKING**

- The details of our sort code and bank account number for payments to be made directly by internet banking can be found at the bottom of your invoice. Please ensure that sufficient information is provided in the details transmitted so that it can clearly be seen from whom the payment comes and which invoices are being paid. The surname of the child is a suitable reference.

### **3.5. OTHER METHODS OF PAYMENT**

- If Parents/Carers would like to discuss the possibilities of payment by any other means, please contact the General Manager at the General Office.

## **4. CHILDCARE VOUCHERS**

YCL will accept most types of Childcare vouchers. For specific guidance please contact the General Office. The minimum voucher amount accepted is £10.00.

- If parent/carers are given a Childcare Vouchers Pack by their employer, they should examine the contents thoroughly. The sections for the childcare provider should be removed and sent to YCL at the General Office immediately. It is then possible to send the Agreement Forms to the childcare voucher provider, and have an account set up in the parent/carer's name.
- Please note that under UK Tax regulations it is against the law for any childcare provider to provide a reimbursement direct to a parent if an overpayment is made using childcare vouchers.
- For parents whose employers use 'E-vouchers', kindly note that deduction from salary does not necessarily correspond with payment to YCL. The time difference may result in your invoice being 'red stamped' indicating that payment has not been made.



## 5. ADDITIONAL SESSIONS

It may be possible for parents/carers to book extra sessions for their children, through the relevant Team Leader. Parents/Carers will be asked to complete an Additional Session Form. These sessions can only be booked if there are available places within the room on a 'first come first served' basis. If parents/carers are not up to date with their nursery fees, they will not be able to book any extra sessions.

- At the end of each month, all Additional Session Forms are sent to the Office, where each extra session will then be invoiced.
- Please note that additional sessions are invoiced separately from the usual nursery fees. The invoice for additional sessions will be issued at the end of the month in which they are taken. These invoices will also contain the relevant dates of the sessions taken.
- Payment should be made by return on receipt of the invoices for additional sessions.

If you have any queries relating to your additional session invoice please speak to the relevant Nursery Manager.

## 6. EARLY YEARS FUNDING

From the beginning of the new term after a child's third birthday, 15 hours per week of nursery provision is available free of charge, for 38 weeks of the year.

Parents/carers will be able to use up to 15 hours per week free of charge but may choose to use the nursery for more hours, subject to availability of places - standard nursery fees apply for additional hours.

Please note that the full entitlement to Early Years Funding will not equate to the cost of a full time place at nursery but will cover 15 hours per week.

This 15 hours may be taken, subject to availability, in the following ways:

- 3 x half day sessions of 5 hours each
- 5 x three hour sessions

Please note that in order to benefit from 15 hours of funded time, children must attend the nursery for a minimum of 2 different days per week.

Children who attend only one day each week may use two five-hour-sessions (ie two half days), to achieve the maximum daily total of 10 hours.

Free Early Years Entitlement may be used at two different childcare settings, but must not exceed a total of 15 hours each week.

Nursery Managers or Team Leaders will establish the intentions for each family claiming Free Early Years Entitlement in a YCL nursery, prior to the start of each term. Parents/carers will be asked to confirm the agreed attendance pattern at nursery and to sign a contract by a given date.

Additionally, at the start of the new term, each parent/carer will need to complete a Declaration Form provided by the City of York Council. Once completed, these forms are returned to the Council who have a responsibility to ensure that no child is claiming more than 15 hours a week in total. City of York council will require any parents who have over-claimed to repay directly to them.



Payment towards the costs of the free place is made directly to YCL by the City of York Council in 2 instalments, one at the beginning of each term and one at the end of the term, at an hourly rate set by City of York Council.

Monthly invoices show which sessions are Free of Charge (FOC) and which are charged for. If you want your child to attend nursery ONLY for the free sessions, on a term time only basis, please ensure that you tell your Nursery Manager or Team Leader.

If your child attends for a FOC full day or a morning session, a charge will be requested to cover the cost of a cooked 2 course lunch and snacks.

For precise details of which 38 weeks are term-time and which weeks are non-term-time, please see the YCL Term Time Calendar, which is available to view on the website <http://www.yorkchildcare.co.uk/funding-assisted-places>

For further guidance please arrange to see your Team Leader or Nursery Manager.