

20th February 2017

Dear Parents/Carers

Colyton Caterpillars continues to strive to provide an 'outstanding' setting for your children to learn and thrive in. Unlike some other childcare providers we offer additional learning opportunities for your children which include activities such as Music Seeds, PE (with Sporting Chance), and regular cookery sessions, however these wonderful opportunities come at a cost, and coupled with having a dedicated team of staff on a higher staff: child ratio than required, the committee after much consideration have decided that to maintain this level of care and to continue to fulfil our commitment to parents to provide the best possible start for children, that fees will need to be increased. Therefore from 1st April fees will be as follows:

- Under 2s - £5.50 per hour
- Over 2s - £5.00 per hour (including before and after school provision)

The fees are set at differential rates for babies/toddlers and children over the age of 2 in order to reflect variation in the costs of providing care for these different age groups.

Increased fees will also apply to our Holiday Club and Walking Bus.

Policy updates

We would like to take this opportunity to bring our amended Payment and Billing policy to your attention. We are a charity run setting and late or non-payment of fees can have a severe impact on our ability to operate effectively. These updates are to help us with the efficient collection of fees and organisation of staffing.

- Fees are payable monthly and in advance
- Invoices will be sent out on the 1st working day of the month and should be **paid in full within 7 working days**. Parents/carers of children who attend term time only should supply an email address so that invoices can be emailed during long break periods such as the school Summer holidays.

Continued non-payment, without any prior discussion or agreement, will result in non-funded children being refused further attendance to the setting until the outstanding amount has been settled. Children who receive 2gether Funding or Early Years Entitlement will be allowed to continue to attend, but any request for additional hours will be declined. Failure to pay on both counts will result in legal action being taken.

- Fees are payable in cases of absence and there is no reduction for sickness or holidays taken during any week that the nursery is open. This is to cover the staffing levels that have been allocated in advance to cover the number of expected children on any given session.
- Any additional hours accrued will be added to the following month's invoice.
- We accept bank giro credit and payment by cheque, but our preferred method of receiving payment is by BACS as it is safe and quick way to make/receive payments. If paying by BACS the invoice number should be used as the reference. Parents/carers paying their fees by cheque are required to write the child's name and invoice number on the back.

If you would like to receive your invoice via email to help us reduce costs and save trees, please return the completed slip at the bottom of this letter.

- All session times must be adhered to unless agreed otherwise by prior arrangement. Any additional hours outside of the agreed session times will be charged for.
- Parents/carers are required to sign their child in and out of the setting at the beginning and end of their session. Times in and out will be recorded so that any additional hours accrued can be clearly seen. If a child is not collected on time, our legal liability relating to the staff: child ratio could be infringed so any parent/carer

who is later than 15 minutes when collecting their child will be charged for an additional hour which helps to cover the additional staffing costs incurred for this reason. This also applies to children who arrive early and includes children receiving 2gether Funding or Early Years Entitlement once their limit has been reached on entitled funded hours.

- If a child attends the setting for 50 weeks of the year they are entitled to take 2 weeks holiday which will not be charged. Parent/carers are required to give a minimum of 4 weeks written notice by way of completing a Holiday Notification form.

Walking Bus

Fees for the walking bus are payable per hour. A 24 hour notice period is required should you wish to cancel your child's place on the morning or afternoon walking bus. Any cancellation made at any shorter notice will incur a charge of £5.00. After school pick up is charged from 3pm which is when the staff leave the setting to walk up to the school.

Holiday Club (excluding children using Stretched Early Years Entitlement)

Holiday Club places must be pre-booked and paid for in advance using a Holiday Club booking form provided on request. Payment to secure your child's place should be received at least 48 hours in advance to ensure that we have the correct staff: child ratios in place. Once the booking has been made fees are payable in all cases of absence. No refunds will be given. However, if you have more than one child attending the club a 10% discount will be applied to the price of the eldest attending sibling.

Opening Times

Please remember that due to the restrictions on our insurance policy we **cannot accept any children into the setting until 8am**. If you arrive early with your child you may enter in the lobby, but the inside door to the setting will remain locked until 8am. No staff will be available until this time to supervise your child, so parents/carers must remain with children whilst on the premises until the official handover has been made. There can be no exceptions to this rule so please refrain from ringing the bell.

Thank you for taking the time to read this. If you wish to discuss any of the above further please don't hesitate to speak to Kate or Marianne. Alternatively a conveniently mutual time can be arranged to speak with a member of the committee.

We would like to take this opportunity to thank you for your continued support.

Kind regards

Colyton Caterpillars Committee

I have read and agree to the changes to the Payment and Billing policy and procedures of the setting.

Name of Parent/ Carer Please print	
Signature	
Date	

I would like Colyton Caterpillars to email me future invoices for payment

Yes/No

If yes, please provide your email address below:

Email	
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