



## ADMISSIONS, CHARGING AND COLLECTION OF FEES

Admissions are made to ensure that each setting operates to as near full capacity as possible, as set out by Ofsted registration requirements (EYFS Statutory Framework). Our Admissions process is designed to give parents an opportunity to learn about Colourbox and to explore what a Montessori nursery education offers. Parents are required to visit the nursery before submitting an enrolment form for their child. On or prior to the visit, a handbook and enrolment form will be given to the parent/carer.

One form per child will be required. A £35 non-refundable Enrolment Fee will become payable when the form is handed in for all children except those on government fully funded places. This fee is still payable in order for a child to reserve a place for the future. A deposit of £100, or one month's fee (whichever is the lower) will be payable for all except those on fully funded government places. The deposit is refundable and will be credited against the last month's fees provided that one month's notice is given. If the notice is not adhered to, the deposit will be deemed to be part-payment in lieu of notice and the nursery will take action to recover any outstanding amount.

If there are more applications than places available then places will be allocated by the Business Manager, firstly to those families who already have children enrolled in the nursery, then to those who have completed the relevant forms and paid their fee (on a date-received basis). Full-time and full-day places will take priority over part-time places.

All new registrations will be acknowledged in writing and the details will be entered onto our Parenta database. When a place has been confirmed, the child or children will be booked in for their settling visits as per the agreed schedule. These will preferably take place in the weeks immediately before starting. In emergency admissions then these settling visits may need to be altered to accommodate the child's and parent's needs.

**FEES ARE NOT SUBJECT TO ADJUSTMENT BECAUSE OF ABSENCE, VARIATIONS, FORCED CLOSURE, ISOLATION, ILLNESS, FAMILY HOLIDAYS, BANK HOLIDAYS.**

### **Flexible Funded Childcare & Education Offer**

Children may access some or all of their funded entitlement with us. Children attending two settings can have their 15/30 hours split between the settings. The decision about which hours go to which setting is not always the choice of the parent.

Not all of our funded sessions are NIL Cost and we have limited spaces available on this basis which are allocated termly by the Nursery

15 funded hours for 2 year olds are available for eligible families (see government criteria on their website), either with or without additional hours. If your child attends a session which covers the lunch time period, the hot lunch will be chargeable. Hours can be taken flexibly over a minimum of 2 days, over 52 weeks. Please note though that if attending for funded-only hours, this attendance pattern may be changed termly and once 3-year-old entitlement starts.

The term after your child turns 3 years old, he/she is eligible for the universal 15 hours a week or 570 hours a year of funded education. Our various sessions are shown in the tables in our Price Lists, NIL COST sessions are available. Any additional hours outside our funded delivery are charged for at our normal rate and invoiced monthly and payable in advance.

A further 570 hours of extended entitlement childcare are available for eligible families. The eligibility criteria for this is available on the government website- 'Childcare Choices'. It is the parent's responsibility to check their eligibility through HMRC and they must provide an eligibility code to the Business Manager at Colourbox prior to being able to take up the extended offer. We offer 30 hour places in a similar way to 15 hours, i.e. as 1140 hours stretched over 52 weeks of the year. Our various available sessions are shown in our price list. Invoicing and funding will be handled the same way as described above.

Should your eligibility for 30 hours change then the company reserves the right to offer you an alternative place, with an altered attendance pattern, based on the Universal Entitlement, as places are allocated dependent on the total number of hours in the settings. We will always endeavour to ensure continuity of care for your child in these situations, but have limited spaces for some sessions.

In order to assure the financial security of the nursery and consistency for the children attending, we feel that it is important to clearly state our financial terms and conditions.

Invoices are due for payment upon receipt and funds must be cleared by the 1<sup>st</sup> of the appropriate month – i.e. for September fees, funds must be cleared by 1<sup>st</sup> September. Late payments will attract an Administrative Fee of 10% of the total outstanding. We accept childcare vouchers, debit cards, online banking, cheques and cash.

In the case of an account remaining unpaid by the last day of the month, we reserve the right to withdraw your child's place. You will automatically be deemed to have given us one month's notice and will therefore be liable for the outstanding balance plus one month's fees as notice. On satisfactory settlement of your account any deposit paid will be refunded to you. Where payment by cheque has been made and the cheque is refused by your bank all fees incurred by the nursery will be paid by you.

The financial stability of the nursery depends upon the prompt payment of invoices. Where invoices remain unpaid despite our attempts to come to payment arrangements with the debtor, we will in every case pursue the matter through the Small Claims Court or licensed debt collection agencies and the fees for such action will normally be allocated to the debtor.

## Complaints Procedure for the Government Funded Entitlement

If you consider that your funded place has not been provided correctly, or the terms of your contract have not been fully explained, then you should raise your concern in writing with the Business Manager.

If you still consider the concern has not been dealt with satisfactorily then you are welcome to contact our Local Authority, Suffolk, and follow their complaints procedure. It is the responsibility of the Local Authority to ensure we are delivering our funded hours within the national guidelines and whilst we might not offer our funding in the way you might like to access it, the Local Authority can help you in finding a setting that might better suit your needs, if this is the cause of your concern.

Ofsted are not concerned with, nor have time to deal with, issues relating to funding or fee charges that are made for childcare or education. Their responsibilities lie clearly with the regulation and inspection of the welfare and safeguarding requirements and the children's learning and development.

It is important that you contact the Business Manager, Lindsey Dodsworth on [colourboxmontessori@gmail.com](mailto:colourboxmontessori@gmail.com) immediately if you are unable to pay your invoice for any reason.

This policy will be reviewed in April 2023