

RAFA Kidz Odiham - POLICY ON FEES

At RAFA Kidz we provide a high quality, safe and stimulating service and environment for your child. In order to ensure continued high standards and sustainability of the nursery, we ask you to please comply with this policy.

We aim to help parents/carers to pay all fees due by offering an agreed payment system. When you register your child please confirm your preferred payment option and check to ensure you understand it fully.

Fees are payable in advance, on a calendar month basis and invoices will be issued to parents/carers in the last day week of the preceding month. The current fees are detailed below.

FEE RATES

Nursery fees will be charged as set out in the table below:

RAFA Kidz Odiham Session Type	Includes food			
	Full Day	Morning only	Afternoon only	School Hrs
Fixed Sessions				
Serving Forces Personnel / MOD Civil Servants	£47.50	£25.00	£25.00	£30.00
Military Contractors	£51.50	£27.00	£27.00	£32.40
General Public	£55.50	£29.00	£29.00	£34.80
Additional Hours (within core)				
Serving Forces Personnel / MOD Civil Servants		£5.00	£5.00	£5.00
Military Contractors		£5.40	£5.40	£5.40
General Public		£5.80	£5.80	£5.80

*Any additional hours will be billed in the following month.

EARLY YEARS ENTITLEMENT HOURS

We facilitate the Government's free childcare offer for 15 and 30 funded hours, where applicable, as set out below:

15 hours funded childcare

- For families **in England**, receiving some forms of support

- With **2-year-old children**
- **15 hours of funded childcare** or early education for **38 weeks** (normal term time)
- A total of **570 hours per year**

15 hours funded childcare

- **For all families in England**
- With **3 and 4-year-old children**
- **15 hours of funded childcare** or early education for **38 weeks** (normal term time)
- A total of **570 hours per year**

30 hours funded childcare

- For **working families in England**
- With **3 and 4-year-old children**
- **30 hours of funded childcare** or early education for **38 weeks** (normal term time)
- A total of **1,140 hours per year**

In order to deliver a high quality service and be able to cover the cost of consumables, such as hygiene products and activity resources, we ask that parents support their child's early education place by paying a contribution based on a cost per funded hour as set out in the table below:

RAFA Kidz Odiham	15 Hours		30 Hours	
	Per Hour	Per 15 Hours	Per Hour	Per 30 Hours
Serving Forces Personnel / MOD Civil Servants	£0.50	£7.50	£0.50	£15.00
Military Contractors	£0.84	£12.60	£0.84	£25.20
General Public	£1.18	£17.70	£1.18	£35.40

For more information on eligibility criteria and ways to register for funded childcare, please visit <https://www.childcarechoices.gov.uk/>.

BOOKING DEPOSIT

Once you have been offered a place at the nursery, you will be asked to sign a Parent/Carer Contract and to pay a deposit to secure your child's place. The booking deposit is £25.

Payment of the deposit can be made by card using the card payment terminal held at the nursery.

This deposit will be held on your parent/carer account until the first invoice is issued. At which point it will be deducted from the total invoice value.

PAYING NURSERY FEES

Nursery fees must be paid monthly, within 10 days of the invoice date.

The monthly fees are calculated on a calendar month basis and are charged for 51 weeks of the year (the Nursery will be closed for the Christmas week, aligned with the Station's stand-down/closure period).

E.g. to work out full time fees for August there are 22 working days (£47.50 x 22) = £1,045.

Fees can be paid by Direct Debit, by bank transfer, by cheque, or by card (debit or credit). Payment by Direct Debit is our preferred method as this reduces administration time and costs. Payment by cheque or by card must be made at the Nursery Office. Payment by Childcare Vouchers or through the provision of Tax-Free Childcare is covered in a later section. If paying by bank transfer, please quote your account reference, using Sort Code 30-62-60 and Account Number 37318360.

RECEIPT FOR PAYMENT OF FEES

Unless you are paying by Direct Debit a receipt for the payment of the fees will be issued by the Nursery Manager following payment. Please collect the receipt from your child's plastic wallet hanging on their coat peg.

CHILDCARE VOUCHERS

The nursery participates in the Tax-Free Childcare and Childcare Voucher Schemes, a Tax efficient scheme offered by the Government. If your employer participates in this scheme and you wish to pay your nursery fees using this method, then please contact us. We accept Childcare Vouchers from the following recognised providers, Computershare, Edenred, Care4, Sodexo and KiddiVouchers. Ask us if you have vouchers from another source. When using your Child Care Vouchers from one of the aforementioned providers please use the following unique reference numbers;

- Computershare - 0026407853
- Edenred – P21248973
- Care4 - 00454122
- Sodexo - 901563

- KiddiVouchers – N115743

NON-PAYMENT OF FEES AND ARREARS

All fees not received within 10 working days of the invoice date will be deemed to be late. A £2 daily administration fee will be added to the invoice until it is paid.

Should a parent/carer have problems paying their child's fees on time, they should communicate in confidence with the Nursery Manager in order to arrive at an agreed arrangement.

If an arrangement for the late payment of fees has not been agreed, then the following procedure will apply:

PROCEDURE:

- If monthly payments are one week late, a Late Reminder Invoice (LRI) will be issued, and you will additionally incur a £2.00 daily charge for every day that the invoice(s) remain unpaid.
- If monthly payments are two weeks late after an LRI has been issued, the nursery will end the service and the child will not be accepted back at nursery.

NOTICE OF WITHDRAWAL

If you wish to withdraw your child from the nursery, a minimum of one month's notice must be provided in writing to the Nursery Manager or by email to odiham@rafakidz.org.uk. Failure to do this will result in the full deposit being forfeited.

NURSERY HOLIDAYS AND CLOSURES

We are open for 51 weeks of the year.

The Nursery is closed for Christmas week, aligned with RAF Odiham's stand-down/closure period, all Bank Holidays. Parents/ Carers will be given advanced notice of these closures.

Fees remain payable throughout all Bank Holidays, but you will not be charged for the Christmas week.

FEES DURING ABSENCE

If your child is absent from the nursery due to sickness or holiday, the full fees must be paid in order to retain the child's place.

EMERGENCY CLOSURE

In unavoidable and exceptional circumstances, such as adverse weather, notifiable infection or consequential damage following a fire, it may be necessary to close all or part of the Nursery at short notice. We regret that we cannot refund fees in such circumstances as staffing costs remain payable.

FEE REVIEW

RAFA Kidz is committed to providing a cost-effective service for parents, but sometimes fees have to increase. Fees are set by the management of RAFA Kidz and they are reviewed annually on the last working day in November. Fees may increase in line with the CPI rate. Any increase above the CPI rate (due to unforeseen circumstances e.g. changes to minimum wage rates, insurance tax changes etc.) is subject to the agreement of the Station Commander. Any fee increase will be implemented from 1 January the following year.