

Fee Paying Policy

It is the responsibility of all parents & carers to pay all their childcare fees as laid out in this policy. Failure to do so will result in the child's place being withdrawn if parents do not offer a satisfactory reason **and** work cooperatively with the management team to rectify the situation. Sunshine Pre-school also reserves the right to suspend a child's place (ie the child is unable to attend sessions) until childcare fees are paid or a mutually acceptable payment plan is in place .

Overview

- Setting fees will be set annually by the senior management team
- When possible, fee increases will take effect from the beginning of each academic year
- In the event of mid-year changes being necessary, parents will be notified at least one month in advance of changes taking place

Payment

- Session fees will be charged monthly (for the number of sessions booked)
- The enrichment fee will be billed three times per year (September, January and April)
- Payment of fees must be made within seven days of receiving the invoice
- Invoices will be emailed to parents
- Payments can be made by cash, BACS or childcare vouchers

Late Pick up Charges

Late collection causes significant disruption and increased staff costs, and may also adversely affect the child:adult ratios of the setting. Therefore late collection is not an option for parents and is not acceptable except in cases of genuine emergency.

Therefore if a parent / carer is late collecting their child, an additional charge of £2.00 per minute with a minimum charge of £10.00 will be applied.

Non-Attendance

- If a child does not attend a session which has been booked for them due to illness, or holiday, they are not entitled to a refund.

Cancelling Sessions

- If a parent wishes to cancel a child's place or an individual session, one month's notice is required. This must be given in writing via email or letter.

Financial Concerns

- If parents or carers are in financial difficulty they need to contact the senior management team at the earliest possible time to discuss a possible solution.

Closure of Preschool

- Preschool may be closed for up to 3 days during the year, in order to carry out essential staff training to comply with Ofsted requirements. Parents will be given at least one month's notice, but we regret it will be necessary to charge parents the normal fee in order to cover the cost of staff salaries and rent. We trust parents will support us as we update our knowledge and skills.

- Preschool will be closed for one session per year (half day) in order to facilitate an open day for the following year's cohort. This mitigates the disruption that would be caused if we were constantly showing families around throughout the year. Parents will not be charged for this session.
- In exceptional circumstances, including adverse weather conditions (both snow and extreme heat), pre-school may not be able to open in order to keep children and staff safe. These decisions will be made in conjunction with government advice, however the final decision will rest with the senior management team and may fall outside of Bristol City Council schools procedures. In these situations, full fees will still apply as salary and rental costs will still need to be met.
- In exceptional circumstances, including several of the staff team being unwell, preschool may need to close due to insufficient staffing. To mitigate this, we have a strict sickness policy in place for all children and staff in order to protect our staff team and we will draw on staff from other settings where possible (Sunshine pre-school does not use agency staffing in order to maintain our high quality teaching and to ensure the safety and well being of our children). If in the unlikely event we do not have adequate staff to operate safely, preschool would have to close and full fees would still apply.

Related Policies & Procedures – *This policy is supported by: Working in partnership with parent's policy, our Key Worker system, Arriving & Departing Policy, Health & Safety policy & Safeguarding Policy.*

This policy was updated in: July 2026. Unless there are significant changes to legislation or practice, it will be reviewed annually.