

Keystone Nurseries Fee Policy April 2026

Keystone Nurseries understands the cost of childcare may seem expensive to Parents and Carers. We endeavour to keep the cost of childcare as affordable as possible, recognising the current financial position many families find themselves in now. The current fees are reasonable and providing a high quality, safe and stimulating service for children in the current economic climate is equally a challenge. To ensure continued high standards, compliance with statutory requirements and sustainability of the nurseries, we ask Parents and Carers to comply with this policy in respect of the fees' payment.

We aim to ensure that:

- We help Parents/Carers to pay all fees due by offering an agreed payment system.
- When Parents/Carers register a child, the Manager will ask them to confirm which payment option they will take and check to ensure they have understood it.
- Parents/Carers are familiar with the payment system during induction; fees will be detailed in the Parent/Carer Handbook which all parents/carers receive at their first visit.
- Parents/Carers are informed that the level of fees will be reviewed annually in light of the nursery's financial position and of any other broader or social economic considerations beyond our control.
- Parents/Carers are informed that fees are payable only **in advance** either weekly or monthly by the 10th of each month.
- Due to government changes, all funded children will receive a monthly invoice which will show a breakdown of the funding you receive. If you have any questions regarding this, please contact the finance Manager Tracy Ley (tracyley@k3y.org.uk).

What this policy covers –

1. Process for paying nursery fees
2. Non-payment of fees and arrears
3. Fees during absence – holidays and sickness
4. Emergency closure
5. Notice of withdrawal
6. Late Collection Policy
7. Absent Parent Procedure

1. Process for paying nursery fees

Your child's invoice must be paid in full before their first day of starting nursery.

We accept standing orders, card payments or bank transfers as the main way of paying fees. We also accept childcare vouchers from Edenred and other voucher schemes. If parents are paying via Tax Free Childcare, then please email the reference to the Finance Manager (tracyley@k3y.org.uk) in order to reconcile the payments to your fees account. The nursery bank account details are on the fees schedule. Fees can be paid either weekly at the beginning of each week or monthly in full by the 10th of each month – you will be asked at induction how payment will be made.

Invoices are processed at the beginning of each month and sent by email to the email address provided on the registration form.

Additional sessions can be booked through the nursery and are payable at the time of booking to secure the session. These are not invoiced unless requested in advance.

2. Nonpayment of fees and arrears

Weekly fees not received by the end of each week, or monthly fees not received by the 10th of each month, will be deemed late and a reminder will be sent asking for immediate payment.

A £25 late payment fee will be added to the final bill.

If a Parent/Carer has problems paying their child's fees on time they should communicate in confidence to the Finance Manager (tracyley@k3y.org.uk).

If an arrangement has not been made, then the following procedure will apply:

If invoice payments are late, then a late reminder invoice will be issued together with a statement of fees, and you will incur a £25 charge for late payment.

If fees are 2 weeks late after a reminder invoice has been issued, the nursery will invite the parents to a meeting to discuss the late payments. The nursery reserves the right to end the service, and the child will not be accepted back to nursery until full payment has been received and all future invoices will require payment monthly in advance.

3. Fees during absence – holidays and sickness

If your child is absent from the nursery due to sickness, the full fees must be paid for the space to be kept. (This is dependent on the length of the sickness (up to 7 days) beyond that you may need to pay to keep your space or withdraw and reapply for a nursery place.

If your child is absent from the nursery due to a holiday and 4 weeks' notice has been given, your fees for the duration of the holiday will be reduced by 50%.

We do not charge for bank holidays or for the Christmas shutdown period.

4. Emergency Closure

In unavoidable and exceptional circumstances, such as notifiable infection or consequential damage following a fire or flood, it may be necessary to close all or part of the nursery at short notice. In common with most nurseries, it is not the nursery's policy to refund fees in such circumstances.

5. Notice of withdrawal

If you wish to withdraw your child from the nursery, a minimum of 4 weeks written notice must be provided in writing to the Nursery Manager and any fees due for that period must be paid before you leave.

6. Late Collection Policy

All parents agree an approximate arrival time at the nursery and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation.
- Asking a designated person to collect their child wherever possible.
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.

- If the designated person is not known to the nursery staff the parent must provide a detailed description of this person. This designated person must know the individual child's safety password (on the registration form) in order for the nursery to release the child into their care. The designated person will be required to produce appropriate identification before the child is released. It is the responsibility of the parent to organise approved carers to collect their children.
- **If a child is not collected by the agreed time, there will be a late collection charge of £15 for each 5 minutes of lateness payable to the nursery (at the discretion of the nursery manager). A late collection charge form will be completed by the nursery for the parent to sign stating the amount that is payable to the nursery.**
- **If after 15 minutes the child has not been collected from the nursery the following absent parent procedure will be initiated by staff.**

7. Absent Parent - Safeguarding Procedure.

- Inform the duty nursery manager that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information records, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails, the emergency contacts will then be contacted as per the child's records.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal opening times, staff ratios must be met and planned for accordingly.
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team to advise them of the situation.
- The two members will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.
- **To provide this additional childcare a fee of £50 per hour will be charged to the parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.**