



PAYMENT POLICY

As with any business, cash flow is an important financial status for Little Steps Day Care Ltd. We have a policy to pay our suppliers on time, and to minimise the level of borrowings required to run the business. Therefore, prompt payment by parents for their child care is extremely important to us.

REGISTRATION FEE

A £50 admin fee will be charged at registration. Once this has been paid and the contract has been completed and signed, this then secures the space for your child.

INVOICING

Parents will receive an invoice for the up-coming month's fees on or around the 14th of each calendar month. This will be given in soft-copy format via email and through the Family App. If any queries should arise regarding an invoice it is important they are discussed with the Nursery Manager as soon as possible to avoid delayed payment and possible penalty fees.

PAYMENT

Parents may opt to pay for our services either by online bank payment, Childcare vouchers or via the Tax Free Childcare scheme. We do not accept cheque, credit card payments or cash, neither do we offer payment on account. Payment is made in advance and is expected to be paid **by the 28th** of every calendar month. Payments will be for the full month, less any discounted planned absence expected in that month.

Parents receiving the Government funded hours will receive an invoice with a breakdown of fees and what has been paid. Any additional extras, such as hot lunches will be shown on the invoice. These are not a condition of the funded spaces, but are an optional extra.

PLANNED ABSENCE

Planned absence needs to be notified to Little Steps Day Care Ltd in writing (written or email) giving at least 1 months' notice.



Planned absences will be charged at a reduced rate of 50% for the first 2 weeks of contracted days (for example if a child attends 2 full days a week, parents will receive 4 days at 50% discount) then full rates apply thereafter. Any unplanned absence will be charged at the full rate.

CHILD CARE VOUCHERS SCHEMES.

Little Steps Day Care Ltd will endeavour to support all recognised Childcare voucher schemes. However, it is the responsibility of the parent, when registering with Little Steps Day Care Ltd to advise us of the Childcare Voucher scheme that they anticipate using.

The parent will be responsible for any shortfall in payment by the Childcare Voucher scheme.

Some Childcare Voucher schemes require payment to be initiated or approved by the parent before the monies are sent. It is the responsibility of the parent to ensure this is done to avoid delay in payment. If payment has not been received from the Childcare Voucher scheme, for any reason, the parent will be responsible for the shortfall.

LATE PAYMENT

As stated above, the expectation is that all payments will be made in advance **by the 28th** of a calendar month. We will not send out reminders to parents when their payments are due. Any parent who has not made full payment for the upcoming month by the 28th of the month will receive a late payment notification from Little Steps Day Care Ltd requesting that full payment is made.

If full payment is not received within 7 days of the late payment notification, a late payment fee of £25 will be charged to the parent. If payment continues to be unpaid the parents may be advised that their place has been forfeited and their child can no longer be received by Little Steps Day Care Ltd.

BANK HOLIDAYS

Little Steps Day Care is closed on Bank Holidays. Should your child's contracted days fall on a Bank Holiday, this will be charged at the standard rate. This is to cover the salary of our staff and all other ongoing expenses that continue to be paid on a Bank Holiday.

Because Little Steps Day Care Ltd's capacity is restricted by our Ofsted Certification, all places are reserved against the child and parent and therefore cannot be substituted by another child.