



Admission and Charging Policy (Including Terms & Conditions of Use)

April 2023

Review April 2024

Admissions

If you would like your child to join us, please do not hesitate to make contact with our friendly and knowledgeable staff on 01780 766493 or by email to enquiries@acornchildcarecentre.co.uk. We have a prospectus available on request, or to download from our website.

You will need to complete an Admission Form prior to starting so that we have all relevant details to help keep your child safe and thriving.

We offer two settling-in sessions for nursery children prior to their formal start date free of charge. The first settle session lasts up to an hour where parents can accompany their child and help their child familiarise themselves with the routine and staff in their room. We then suggest a further session for two hours where your child can be left with our experienced staff. This is also included for our Out of School Club (OOSC) children too if parents wish. The OOSC includes breakfast and/or after-school and/or holiday club. We ensure that all relevant class teachers are made aware of children attending OOSC so that they are safely dropped off or collected at each end of the day.

Deposits

To guarantee and reserve your child's place we request:

- A £100 deposit for nursery children
- A £100 deposit for OOSC children

All deposits are payable in advance of your child's first attendance at either nursery or OOSC. Please note that neither deposit is refundable if the child does not take up the place by the offered start date.

Parents whose child is only accessing Early Years Entitlement (EYE) funding will not have to pay a deposit. Consequently, we regret that we cannot hold places for EYE children. If parents of EYE funded children wish to access additional hours, the deposit becomes payable. See below for more information on funded sessions.

Deposits are refunded once the final account has been settled.

Bookable Sessions

Sessions	Sessions Times	Cost
Little Acorns (aged 6 weeks-2 years) all year round		
Busy Bunnies Early including a light breakfast	07:30-08:00	£3.18
Busy Bunnies late including a light breakfast	08:00-09:00	£6.35
Morning session including a light snack	09:00-12:00	£19.05
Afternoon session	12:00-15:00	£19.05
Teatime including a light snack	15:00-16:30	£9.53
Night Owl	16:30-18:00	£9.53
Super Seedlings (aged 2-3 years) all year round		
Busy Bunnies late including a light breakfast	07:30-08:00	£3.13
Busy Bunnies Early including a light breakfast	08:00-09:00	£6.25
Morning session including a light snack	09:00-12:00	£18.75
Afternoon session	12:00-15:00	£18.75
Teatime including a light snack	15:00-16:30	£9.38
Night Owl	16:30-18:00	£9.38
Great Oaks and Mighty Oaks (aged 3- 5 years) all year round/term time		
Busy Bunnies Early including a light breakfast	07:30-08:00	£3.13
Busy Bunnies Early including a light breakfast	08:00-09:00	£6.25
Busy Bunnies late including a light breakfast	09:00-12:00	£18.75
Afternoon session	12:00-15:00	£18.75
Teatime including a light snack	15:00-16:30	£9.38
Night Owl	16:30-18:00	£9.38
N.B. Costs vary per room due to required staffing ratios		
Breakfast and After-School Club (4-11 years) term time only		
Early Bird Breakfast Club including a light breakfast	07:30-start of school	£6.00
Night Owl Afterschool Club including a light snack	End of school-18:00	£13.50
Holiday Club – (4-11 years from any primary school) holidays & INSET days only		
Full day session including a light breakfast and a light tea	0730-18:00	£42.00
Short day session	0900-1500	£27.00

Please note that Holiday Club is only available to school-aged children i.e. from when the child has actually started school and not when they leave nursery. Pre-school children are welcome to book additional sessions in nursery over the summer if required and where available.

Waiting List

We maintain a waiting list for nursery places, ensuring that parents/carers are informed when spaces become available. At that point, we will contact you to arrange payment of your deposit to secure your child's space.

Included Activities and Food

At the Centre, we provide an extensive, all-inclusive selection activities which are provided fully inclusive of your fees. These may include:

- Funergy
- Bikeability
- Languages
- Tappy Toes music and movement classes

At our OOSC, this includes:

- Football
- Sewing and craft
- Curling
- Goal Ball
- Netball
- Baking
- Multi sports
- Homework club
- Cooking

For Holiday Club (HC), each week of the holiday has a theme and activities are planned around this. There is also an option during some holidays to book sessions with external providers, at their daily rate. Full details of these offerings are included on the Holiday Club booking form, which is sent out termly to all children. HC is available to children all other local primary schools not only those at Malcolm Sargent Primary School.

A light breakfast and tea are offered to children Holiday Club (attending 7.30-6pm) and Breakfast Club (BC) and ASC respectively and are included in the price. There is no discount available for children who do not eat the food on offer, but we find that invariably, after a busy day at school, the children need a little something to re-fuel. Children must be at Breakfast Club by no later than 0815 to access breakfast. The light tea is offered to all children at the end of their school day but is not intended to replace their evening meal. We try to encourage all children to have something to eat particularly if they are wishing to engage in physical activity. In addition, we are careful to accommodate any food allergies or dietary requirements.

Children attending Holiday Club are asked to bring their own healthy packed lunch, but no other snacks or drink bottles are required. Drinking water is available throughout the day and at the children's request.

Additional Charges

Parents whose children are attending nursery may either provide their own, healthy, packed lunch for their child or alternatively they may order a hot meal. Meals are freshly cooked each day on the school site, following [School Food Standard guidelines](#) and are transported to the nursery at lunch time. The meal comprises two courses along with fresh fruit and homemade bread. Orders will need to be placed via a personal School Grid application. Should you choose for your child to have a hot meal, please speak with the Acorn admin team and they will organise an account for you and provide further detail on menus and how to order. Please note that hot meals are only available during term time. Packed lunches will need to be provided during holidays.

Funded Sessions

Early Years Entitlement (funded) places will be offered in accordance with the Code of Practice for Local Authorities on Delivery of Free Early Years Provision for 2, 3 and 4-year olds (September 2010) and the local conditions identified within the Early Years Provider Agreement.

We are unable to claim Early Years Entitlement funding on your behalf. Parents should note that even if your child is eligible for funded sessions, you will remain personally liable for the cost of sessions attended by your child until we have received your fully completed Parent Declaration Early Years Entitlement Form (attached to this pack) and your funding claim has been processed by Lincolnshire County Council and validated by us. If you are applying for Early Years Entitlement funding, please visit the website at www.childcarechoices.gov.uk for information on how to make your application for funding and for reapplying.

Parents whose child is only accessing Early Years Entitlement (EYE) funding will not have to pay a deposit. We regret that we cannot hold places for EYE children. If parents of EYE funded children wish to access additional hours, the deposit becomes payable. We are pleased to offer term time only, funded places at Acorn Childcare Centre. We are happy to apply EYE funding to all eligible sessions after 8am. EYE funding cannot be claimed for our 7.30-8am session, and this will be payable if required.

Funding calendars are available to explain how funding is delivered. These can be obtained by the office or are located on the Acorn website. We offer 15 hours of universal funding for term time children, 12 hours if stretched over the year; and 30 hours of universal funding (if eligible) for extended sessions, 24 hours a week if stretched over the year.

Ad Hoc Sessions

If there is space, and an Admission Form has been completed, you will be able to book your child onto ad hoc sessions. To do this, you will need to contact the Acorn Centre office. We are pleased to accept ad hoc sessions subject to availability. Please do contact us with your enquiries as we are often able to help.

Part Sessions

Please note that even if you only require part of a session, you will still be charged for the whole session. This is because we must provide sufficient staff to manage the needs and safety of your child. For instance, if you booked the Afternoon session but did not drop off your child until 12:30, you would still be charged for the entire session i.e. 12:00-15:00. This policy helps keep costs, and therefore charges to parents, as reasonable as possible.

Regrettably, due to staffing ratios, we are also unable to slide times of sessions, either way.

Nursery Session Cancellations

We require one month's notice to cancel or change contracted nursery sessions, either chargeable or funded. Any changes made without notice will be chargeable. In accordance with our Attendance Policy, we ask that the Centre be contacted to notify staff of any child absence so that we can maintain accurate registers. You will still be charged for sessions booked as we must provide sufficient staff to manage the needs and safety of your child.

OOSC Cancellations

We ensure that every session booked for your child is fully staffed to the correct ratio of adults to children to ensure every child's safety and wellbeing. Accordingly, and once a session is booked, it is chargeable. A minimum of two working days' notice has to be given to us to change a session as below. If less than two working days' notice is given, we regret that you will still be charged for the session. Please note that sessions are still payable, even if your child cannot attend because of illness. OOSC applies to Breakfast Club, After-School Club and Holiday Club.

Inform Acorn Childcare Centre via email to: enquiries@acornchildcarecentre.co.uk					
	Monday	Tuesday	Wednesday	Thursday	Friday
Cancelling Breakfast Club	By 0730 on the previous Thursday	By 0730 on the previous Friday	By 0730 on the previous Monday	By 0730 on the previous Tuesday	By 0730 on the previous Wednesday
Cancelling Teatime or Night Owl Sessions	By 1500 on the previous Thursday	By 1500 on the previous Friday	By 1500 on the previous Monday	By 1500 on the previous Tuesday	By 1500 on the previous Wednesday

Payment and Discounts

Fees are invoiced monthly in arrears and payable within 15 days of receipt. Payment by bank transfer is preferred but cheques, payable to The Acorn Childcare Centre, are also accepted. The Centre prefers not to receive cash but in the event that cash is the only option, a receipt will be issued for all cash received. Cash must only be handed to the Centre office.

Statements and invoices are issued by email to the person(s) named as the Bill Payer on the Admission Form.

A 10% discount is offered to children whose parents are employed by Malcolm Sargent Primary School and 30% discount to all staff employed by Acorn Childcare Centre.

One 10% discount is available per family with more than more child attending the Centre, either in the nursery or the wrap around care. The 10% discount is applied to the oldest sibling's sessions. The discount will only be applied if:

- 1) The eldest child attends contracted sessions at wrap around care.
- 2) The eldest child has contracted sessions within the nursery or sessions that exceed funded hours. I.e., if your eldest child comes to nursery on 2 or 3&4 funded hours only, the discount will not be applied.

All discounts are applicable only to contract sessions and not 'extras' ad hoc sessions booked.

Late Collection

Being late can happen to all of us but in an emergency or if a parent/carer is likely to be late collecting their child, the parent/carer must inform the Centre by telephone as soon as possible. In the event of a late collection, the Centre will make a charge of £20 for each 30-minute period or part session to cover staff costs. For instance, if your child is collected at 18:35 the fee would be £40 per child. Please note that our staff will always stay and ensure that your child is looked after until proper collection.

Non-collection

- If a child has not been collected from the nursery after ten minutes has been allowed for lateness, we check for any changes to normal routines or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records. The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team. The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.

In The Event of Non-Payment of Fees:

Prompt payment of fees helps all families by keeping our costs down. We recognise, however, that occasionally some parents/carers may experience financial difficulties. If this is the case, please contact us as soon as possible so that the Centre can arrange a suitable payment plan. All financial matters will be dealt with the utmost sensitivity and consideration and in confidence. The process, in the event of non-payment of fees, will be:

- The Manager will liaise with the parent/carer concerned.
- A payment plan will be established.
- Where there is no resolution, or the plan is not adhered to the child's/children's place will be withdrawn and the deposit fee will be issued against the outstanding balance.

- As a last resort and to be fair to all users, legal action will be taken to recover fees if necessary.

Tax Credits

The Centre is registered with Ofsted and therefore, when appropriate, parents/carers can claim child tax credit in relation to their childcare costs.

Childcare Vouchers

The Centre is registered with, and accepts, childcare vouchers. Details are available on request from the Centre office. This is a great way to save money. Many employers offer this incentive, which enables you to pay for childcare tax-free, even scheduling your payments for you regularly, up to the Government's limit.

If childcare vouchers are not used, they cannot be refunded by the Centre as it must refund them to the voucher issuer, which will credit your childcare voucher account. For further information, please contact your childcare voucher provider.

Withdrawing Your Child from Acorn's Provision

For nursery children, one month's written notice must be given if you no longer wish to access the Centre's services. For OOSC children, we would require two working days' written notice.

At the next invoicing point, you would be sent a closing statement and once the balance outstanding was cleared, your deposit would be refunded.

Closure Periods

The Centre is closed for just one week each year, between Christmas and New Year. The Centre is also closed on bank and public holidays. The Holiday Club runs for all weeks when Malcolm Sargent Primary School is not in session including teacher training (INSET) days.

Review of Fees

The Centre will review fees at our own discretion. If fee changes are agreed by the Directors of the Centre, they will be notified to parents with one month's notice.

Statement of intention

It is the intention of Acorn Childcare Centre (the Centre) to make its provision accessible to children and families from all sections of the community. The Centre's Admission & Charging Policy operates within an equal opportunities framework and is regularly reviewed.

- The Centre will ensure that its existence is widely known in local communities. Advertising notices will be placed in widely accessible areas, in more than one language if appropriate.
- The Centre will describe its practices in terms which make it clear that all sections of the community are welcomed.
- The Centre will ensure that the description of the setting and its practices demonstrates how the setting enables children and/or parents with additional needs to take part in the activity of the setting.

- The Centre will monitor the gender and ethnic background of the individuals joining the centre to monitor its intake and ensure it is representative of social diversity.
- The Centre will ensure that information about the setting is accessible in written form to all. Where necessary it will try to provide spoken form, Braille, in more than one language, through signing or an interpreter.
- Children between the age of six weeks and eleven years will be admitted in accordance with the Centre's Ofsted registration.

Policies

Communicating with parents

In accordance with the legal requirement of the EYFS, parents are informed about nursery policies and procedures. Access to Acorn policy & procedures are signposted in our nursery information pack and are discussed during the registration process. Parents' views are welcomed through newsletters and parents' evenings.

<https://www.acornchildcarecentre.co.uk/page/?title=Policies+and+procedures&pid=32>

Copies of policies and procedures can be accessed in large print, Braille, alternative media sources (recordings) and languages other than English as necessary.