



**Admission and Charging Policy  
(Including Terms & Conditions of Use)  
November 2019  
Review November 2020**

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 group 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.

**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](mailto: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 settling-in sessions for nursery children prior to their formal start date free of charge. 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 £20 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. 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
<b>Little Acorns (aged 6 weeks-2 years) all year round/term time</b>		
Early Bird including a light breakfast	07:30-08:00	£2.50
Early Bird late including a light breakfast	08:00-09:00	£5.00
Morning session including a light snack	09:00-12:00	£15.00
Afternoon session	12:00-15:00	£15.00
Tea Time including a light snack	15:00-16:30	£7.50
Night Owl	16:30-18:00	£7.50
<b>Super Seedlings (aged 2-2 ½ years) all year round/term time</b>		
Early Bird including a light breakfast	07:30-08:00	£2.33
Early Bird late including a light breakfast	08:00-09:00	£4.67
Morning session including a light snack	09:00-12:00	£14.00
Afternoon session	12:00-15:00	£14.00
Tea Time including a light snack	15:00-16:30	£7.00
Night Owl	16:30-18:00	£7.00
<b>Mini Oaks (aged 2 ½- 3 ½ years) all year round/term time</b>		
Early Bird including a light breakfast	07:30-08:00	£2.33
Early Bird late including a light breakfast	08:00-09:00	£4.67
Morning session including a light snack	09:00-12:00	£14.00
Afternoon session	12:00-15:00	£14.00
Tea Time including a light snack	15:00-16:30	£7.00
Night Owl	16:30-18:00	£7.00
<b>Mighty Oaks (aged 3 ½- 4 years) all year round/term time</b>		
Early Bird including a light breakfast	07:30-08:00	£2.33
Early Bird late including a light breakfast	08:00-09:00	£4.67
Morning session including a light snack	09:00-12:00	£14.00
Afternoon session	12:00-15:00	£14.00
Tea Time including a light snack	15:00-16:30	£7.00
Night Owl	16:30-18:00	£7.00
<b>Breakfast and After-School Club (4-11 years) term time only</b>		
Early Bird including a light breakfast	0730-start of school	£5.00
Early Bird Late	0815-start of school	£3.00
Tea Time including a light snack	End of school-1630	£5.00
Night Owl Early	1630-1730	£5.00
Night Owl Late	1730-1800	£2.50
<b>Holiday Club – (4-11 years from any primary school) holidays &amp; INSET days only</b>		
Early Bird including a light breakfast	0730-0900	£5.00
Morning session including a light snack	0900-1200	£10.00
Afternoon session	1200-1500	£10.00
Tea Time including a light snack	1500-1800	£7.50

Please note that Holiday Club is only available to school-aged children ie from when the child has actually started school and not when they leave nursery. Children are welcome to stay in nursery over the summer if required.

### **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 also provide a number of regular and special activities which are provided fully inclusive of your fees. These may include:

- Funercise
- Bikeability
- Dance
- Languages
- Mini Me Fitness
- Yoga

There is an extensive list of activities for After-School Club (ASC) including:

- Football
- Hockey
- Drama
- Sewing and craft
- Dodgeball
- Rounders
- Curling
- GoalBall
- Cooking
- Baking



A light breakfast and tea are offered to children attending Breakfast Club (BC) and ASC, which 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 0810 to access breakfast.

For Holiday Club (HC), all activities are included such as sports, cooking, sewing and craft. 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, not only those at Malcolm Sargent Primary School but also all other local primary schools. Children should bring all other food, snacks and drinks for the day, other than when

attending BC and ASC when a light breakfast and tea are included. There is also easy access daily to fresh drinking water.

### **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 on the school site, following School Food Standard guidelines, and are transported to the nursery at lunch time. Costs for a hot lunch for all nursery children will be £2.40 each day from 1 September 2019. The meal comprises two courses with milk, water, fresh fruit and homemade bread. Orders should be placed via the Centre office each week and the costs will be added to the invoice each month. Please note that hot meals are only available during term time. Packed lunches will need to be provided during holidays. A sample menu for hot meals is below:

WEEK 2 09.09.2019- 13.09.2019	Main (M)	Vegetarian (V)	Jacket Potato (J)	Sandwich/Wrap (S)	Pasta (P) 	Dessert (For information only)
<b>Monday</b> <b>Children's</b> <b>Choice</b>	Toad in the Hole Mashed Potato Gravy Seasonal Vegetables	Quorn Sausage Mashed Potato Gravy Seasonal Vegetables	Beans Cheese Ham	Cheese Sandwich Mixed Salads	Basilico	Dessert of the day of Fresh Fruit or Yogurt
<b>Tuesday</b>	BBQ Chicken Fillet Spicy Oven Wedges Baked Beans or Mixed Salad	Southern Baked Halloumi Burger in a Bun Spicy Oven Wedges Baked Beans or Mixed Salad	Beans Cheese	Egg Mayonnaise Baguette Mixed Salads	Bolognese	
<b>Wednesday</b>	Cheesy Tomato Pasta Bake Seasonal Vegetables or Mixed Salad	Lentil Sausage Roll Sweet Potato Mash Seasonal Vegetables or Mixed Salad	Beans Cheese Ham	Ham Wrap Mixed Salads	Pomodoro	
<b>Thursday</b>	Jerk Chicken Rice Seasonal Vegetables or Mixed Salad	Mixed Beans Rice Seasonal Vegetables or Mixed Salad	Beans Cheese Tuna	Tuna Sandwich Mixed Salads	Italian Meatballs	
<b>Friday</b> 	Salmon Fish Fingers Oven Baked Chips Baked Beans or Peas	Cheese & Tomato Pizza Oven Baked Chips Baked Beans or Peas	Beans Cheese	Ham Sandwich Mixed Salads	Basilico	

### **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 3 and 4-year olds (September 2010) and the local conditions identified within the Early Years Provider Agreement. Thirty hours of extended entitlement may be offered, after confirmation of eligibility with the local authority.

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](http://www.childcarechoices.gov.uk) for information on how to make your application for funding and for reapplying.

### **Ad Hoc Sessions**

As long as 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 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 have to 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 ie 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 (including for Holidays)**

We require one month’s notice to cancel nursery sessions, either chargeable or funded. For nursery children booked into all year round sessions, you will be allowed a two-week break within each full academic year. You will need to give the centre one month’s notice of these also. Your place will be held for those two weeks but no charge will be made.

**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**

From 1 September, fees are invoiced monthly in arrears, 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 be receive cash but in the event that cash is the only option, a receipt is 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 or the Centre.

One 10% discount is available per family with more than more child attending the Centre, either in the nursery or the OOSC. The 10% discount is applied to the youngest sibling's session.

All discounts are applicable only to contract sessions and not 'extras' such as netball, dance or 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 in order to cover staff costs. For instance, if your child is collected at 1835 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.

### **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.
- 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 are able to 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 has to 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 on an annual basis. If fee changes are agreed by the Directors of the Centre, they will be notified to parents with one month's notice.