



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

January 2021

Review January 2022

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 up to three settling-in sessions for nursery children prior to their formal start date free of charge. The first settle session is for half 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 couple of further sessions for an hour 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 £50 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 | £2.50 |
| Busy Bunnies 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 |
| Super Seedlings (aged 2-3 years) all year round | | |
| | 07:30-08:00 | £2.33 |
| Busy Bunnies Early including a light breakfast | 08:00-09:00 | £4.67 |
| Busy Bunnies late including a light breakfast | 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 |
| Great Oaks and Mighty Oaks (aged 3- 5 years) all year round/term time | | |
| | 07:30-08:00 | £2.33 |
| Busy Bunnies Early including a light breakfast | 08:00-09:00 | £4.67 |
| Busy Bunnies late including a light breakfast | 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 |
| 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 | £5.00 |
| Night Owl Afterschool Club including a light snack | End of school-18:00 | £10.00 |
| 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 | £32.50 |
| Short day session | 0900-1500 | £20.00 |

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.

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

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

- Football
- Sewing and craft
- Dodgeball
- Rounders
- Curling
- Goal Ball
- 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. The light tea is offered to all children immediately at the end of their school day and is not intended to replace their evening meal. We are careful to accommodate any food allergies or dietary requirements.

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 day 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 2020. The meal comprises two courses with milk, water, 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. 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 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 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 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 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.

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 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 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.

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 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.

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.