

Time Childcare Payment of Fees Policy

This policy outlines payment conditions, modes of payment, procedure for late payments, invoice disputes, cancellations, forced closures and payment difficulties.

Fees will be reviewed periodically and changes will be implemented the following term, giving a minimum of 4 weeks notice. Parents will be informed of any changes in writing

Payment of Fees - non attendance

- Fees will still be payable if your child does not attend the session due to sickness or non attendance eg a playdate with a friend.
- Holidays in term time for all Time Childcare children will need to be paid for unless four weeks notice is given.

Late collection fees

- If you are late collecting your child from their booked session, during Time Childcare opening times, you will be charged the additional time to the nearest half an hour at the normal hourly rate. This will be added to your next invoice.
- For late collection after 6.00pm (XtraTime) you will be charged £5.50 per child, for every additional 15 minutes or part of, thereafter.
- Additional fees cover the additional staffing needed to maintain ratios for the safety of your child/ren.

Invoices and payment terms

All families will be issued a monthly invoice via Quickbooks unless the balance equals zero. The invoice will be itemised to provide clear and transparent information concerning the charges as agreed in the parent contract. It will allow parents/carers to see that any entitlement is received completely free of charge and understand additional fees that have been applied. Detailed receipts will be shown on Quickbooks for all payments. Fees are to be paid in advance **within 14 days of receipt** of an invoice. Invoices are sent at the beginning of each month and charge for sessions booked in this calendar month. Invoices are sent via Quickbooks to Parents/carers email address. Ensure you check these regularly, It is your responsibility to do this please.

Methods of payment

You may choose from the following modes of payment to settle your invoices:

1. Online banking: If you bank online, this is our preferred payment method. Our sort code is 09-01-28, account number 89859347. Please reference each payment with the invoice number and child/rens name/s.
2. Paying with electronic childcare vouchers: Please email admin@timechildcare.org.uk for more information. If your employer offers a childcare voucher scheme, you should be able to use these towards payment. These schemes are exempt from tax and National Insurance. We currently accept most childcare vouchers. Again please make sure you reference the invoice number and child/rens name/s.
3. Paying by cash: Please consider using other modes of payments if possible, it is more secure for both parties.
4. The following rules apply for all payments: If the invoice is settled in full, payment must be received at the latest 14 days following the date of the invoice. Any queries regarding invoices should be emailed to admin@timechildcare.org.uk

Late payments and Payment difficulties

You are encouraged to talk to the relevant Lead Practitioner, the Manager or Chairperson if you think you will have difficulties in paying your invoice. The sooner we hear, the easier it is to find a solution. Please contact us as soon as possible via email admin@timechildcare.org.uk.

This is in everyone's interest and to avoid your child's place being withdrawn.

You will be required to send an email or letter outlining the problems. If they cannot be resolved Time Childcare Trustees will be informed, you can contact them directly at trustees@timechildcare.org.uk. You can be reassured the matter will be dealt with confidentiality.

In this eventuality, and upon receipt of such an email or letter, the trustees will meet to discuss the case and formulate an appropriate response. Should we consider the claim to be valid, support may be provided which could involve deferred payment or payment over a longer period of time. Any such decisions will be made on a case-by-case basis and you should not have any expectations in terms of the response you might receive. We may also, with your consent, be able to seek professional and/or financial support to help you.

Procedure for late payment

Stage 1:

- 14 days after the invoice has been sent a reminder of the outstanding invoice will be sent by Quickbooks, a payment must be made

within two weeks of receipt of the reminder.

- A letter will be given by hand to parents/carers, explaining that invoiced sessions will be withdrawn if payment is not received at the end of these two weeks (a date will be confirmed and preschool funded children will have confirmation of the funded sessions they can continue to attend).

Stage 2:

- If no response has been received two weeks following the receipt of the reminder, a warning letter will be sent to you by special delivery asking for payment to be made within one week of receipt of the warning letter.
- **If we have not received payment in 7 days, invoiced sessions will be withdrawn** (children will not be able to attend invoiced sessions, preschool funded children will have confirmation of their funded sessions which they can continue to attend).
- A £10 admin fee will be added to the total amount due.

Stage 3:

- If no response is received within one week of receipt of the warning letter, then the child (children)'s place(s) will be withdrawn immediately and the child (children) will no longer be accepted until payment is made.
- To have your place reinstated you will need to make two months advance payments to ensure you are always a month in advance.

Invoice Disputes

Should you not agree with the amount on the invoice, email the Administrator, admin@timechildcare.org.uk. If you do not feel your query has been addressed you may send a dispute email or letter to the chairperson, with a copy of the invoice, outlining the disputed amount and the reason for the dispute. Any such dispute email or letter must be received at the latest 14 days after the invoice date to be considered. If no dispute email or letter is received within this period, the invoice is deemed to be accepted, and liable for payment in full. On receipt of such a dispute email or letter, the chairperson will investigate the situation and provide a prompt response, including supporting information as appropriate. If the invoice is confirmed to be correct, payment will be required within 14 days of this notification. In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent and payment will be required within 14 days of receipt of this invoice.

Booking cancellations

Booked sessions may be cancelled at any time. In order not to be charged, cancellations must be received by email to the Administrator, email admin@timechildcare.org.uk, at least 4 weeks before the booked session. Any session cancelled after that time will be charged at the normal rates. Booked sessions, cancelled due to illness, will be charged at the full rate. In the case of extended illness over one week please contact the Administrator, email admin@timechildcare.org.uk, a retainer may be required. We will accept an occasional swap of sessions without 4 weeks notice at the discretion of the administrator and subject to a space being available. The session must be a direct swap, during the same week and for the same hours. If agreed, you will not be charged for this swap of session.

Pre-booked ad hoc Xtratime sessions and holiday club sessions

Fees will still be payable if your child does not attend the session due to sickness or non attendance.

Forced closure of any Time Childcare sessions

In some extreme circumstances, we may be forced to close unexpectedly at short notice, no charge will be made. We do not want to be in a position where we are unable to reach you to notify you of any closure, so please ensure that the contact details we have for you are up-to-date.

Childcare support

If your employer offers a childcare voucher scheme, you should be able to use these towards payment for your booking. These schemes are exempt from tax and National Insurance. If your employer would like support to set up a scheme, ask them to call HMRC for more information and advice. We currently accept most childcare vouchers.

Tax Free Childcare

For working families earning less than £100,000 a year who aren't receiving childcare vouchers, tax credits or Universal Credit for Childcare, this is a great way to save up to £2000 per year per child in costs. To find out how to apply visit <https://www.beststartinlife.gov.uk/>

Universal credit for Childcare You may be entitled to help from the government with childcare costs, which could assist with up to 85% of the cost of this booking. To find out if you qualify, visit <https://www.beststartinlife.gov.uk/>

For more information on Fees and Funded Places see: Preschool Admission and Fees Policy and XT and Timeout Admission and Fees Policy

Review Date: 30th Sep 2026