

Terms and Conditions

Registration Fee

This is a non-refundable fee payable when booking a new place.

Day Care – Deposit and Notice

Deposit is one month's fees. This is held until notice is given, and used for payment towards the last month's fees. In the absence of any notice, the deposit will be retained in lieu of notice. A full month's notice is required in writing to withdraw or amend days or times.

Term-time – Deposit and Notice

We operate six terms in an academic year, in line with term dates issued by Wiltshire Council. There is no deposit chargeable for children attending in term-time. A complete term's notice is required to withdraw or amend days or times. Notice must be given not later than the first day of term at the end of which the child is to leave. In the absence of due notice, a sum equal to the fees that would have been payable had due notice been given will be payable.

Opening Times

The nurseries operate from 7.30 a.m. to 6.00 p.m. Monday to Friday, all year round. We close for all public holidays and from 1.00 p.m. on Christmas Eve. There is no reduction for holidays or absence. No compensation will be paid or refunds given if the nursery has to close either in full or part due to any reason beyond our control. We do not charge for bank holidays for children in full-time day care. Our full-time day-care fees are calculated as 12 equal instalments per year, taking bank holidays into consideration. Children attending on a part-time day-care basis may change their usual day if it falls on a bank holiday, to a day within two weeks of the bank holiday, subject to availability.

Nursery Education Grant

The term after your child reaches the age of three, you can claim the government Nursery Education Grant to cover our fees, wholly or in part. We will notify you when you are required to sign for the amount of sessions you wish to claim. The balance of any fees will become payable if the necessary paperwork is not completed, or if any over claim is made by you and/or your grant is refused.

Salary Sacrifice Vouchers

We are happy to accept workplace vouchers. It remains the parent's responsibility to ensure that the voucher for the correct amount reaches us in a timely manner, in line with our payment dates. Any shortfall in fees resulting from non-receipt or late voucher payments will remain the parent's responsibility.

Day Care Fee Calculation

Fees are calculated by the confirmed number of sessions or days per week, multiplied by 52, divided by 12. All fees are payable in advance by monthly standing order, or salary sacrifice voucher, on the first working day of any month. When your child reaches the age of two years, our fees are re-calculated to reflect the change in staff-to-children ratio. The new fee is effective the following month.

Additional whole hours may be added to a morning or afternoon session. Please refer to our current fee structure.

Term-time Fee Calculation

Term-time fees for the whole term are payable in full on or before the first day of term.

Additional hours may be added to extend the school day. Please refer to our current fee structure.

Day Care Fees

Our fees include, where appropriate, breakfast, all snacks, two-course, freshly prepared hot lunch, afternoon tea, and refreshments throughout the day. We include all nappies, wet wipes, pull-ups and readily available formula milk. If you require your child to have a specific formula milk or brand of nappies other than our usual supply, these must be supplied by you.

Whilst your child is weaning, if you do not wish your child to consume the food and snacks provided by the nursery, you will need to supply these as well. There is no reduction of fees for parents supplying any of their own items.

Term Time Fees

All the above conditions apply to term time fees.

Funded Children

During funded sessions, we make an additional charge for breakfast, lunch and tea where appropriate. We include all nappies, wet wipes, pull-ups. If you require your child to have a specific brand of nappies other than our usual supply, these must be supplied by you. There is no reduction of fees for parents supplying any of their own items.

Fee Reviews

Our fees are reviewed annually. We reserve the right to amend the terms and conditions.

Additional Days or Holiday Club

Additional sessions or days may be booked in addition to your child's contracted days, subject to availability. Invoices for additional sessions/days will be sent out at the end of the month. A minimum of 24 hours' notice is required should you need to cancel additional hours, or the full fee will be applicable.

Late Payment Charge

Late payment charges are applied to reflect the additional administrative time our staff spend in fee recovery.

Day Care

An additional charge of £35 will be made if fees are received after the first working day of the month. If the fees (including the £35 charge) have not been received within a week after the first working day of the month, a further £10 will be payable for every working day thereafter during which the fees remain outstanding.

Term-time

An additional charge of £35 will be made if fees are received after the first day of term. If the fees (including the £35 charge) have not been received within a week after the first working day of term, a further £10 will be payable for every working day thereafter during which the fees remain outstanding.

Late payment of fees will constitute a breach of the childcare contract and may result in termination of your child's place.

Sibling Discount

10% discount is given for the eldest sibling attending the same nursery.

Late Pick-up Charge

A late pick-up fee is charged at £10 per half-hour. This must be paid to the member of staff, on arrival. We are required to notify Social Services if you fail to contact us after the session has finished.

A full copy of our policies and procedures, which is in our reception area, is available for you to view. Our policies and procedures form part of our terms and conditions.

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