

FEE PAYING POLICY	
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Last revision: October 2023	Revision date: October 2024



FEE POLICY

Windmill Hill City Farm is a not-for-profit organisation. All families attending the Children and Family Services (C&FS) are responsible for paying childcare fees as laid out in this and the allocations policy.

Invoicing process:

- Invoices will be sent to the email addresses provided on the 1st of every month (or the closest possible date to the 1st). The invoice will cover all booked sessions for the forthcoming calendar month.
- We will advise you, via 'Family' when the invoices have been sent.
- If you require a paper copy of the invoice, please inform the administrators who will ensure a copy is put in the post for you each month.
- It is the responsibility of the parent/carer to check their invoice.
- All invoices must be paid and cleared by the 14th of every month. Please allow enough time for your chosen payment method to reach our account by the 14th of the month.
- If you have any invoicing queries, please raise these with the Finance Administrator by the 7th of the month. Please raise any queries in writing by email, as shown on your monthly invoice.

Payment options:

We accept the following payment methods:

Bank transfer

- Please arrange for payment to be made to the following account:

The Co-operative Bank
Account name – Windmill Hill City Farm Ltd Nursery a/c
Account number - 50072334
Sort code – 089002

Please reference payments with your child's full name

Monthly Standing Order

- If you choose to set up a monthly standing order, please ensure this is paid before the 14th of each month. We suggest an amount equivalent to four weeks fees however as our invoices are calculated by calendar month, we would ask that you check your invoice monthly and clear any balance outstanding.

Tax Free Childcare

- You may be entitled to join HMRC's Tax Free Childcare Scheme, where they add 20% to any funds paid into the scheme which can then be used to pay for nursery fees. Please visit <https://www.childcarechoices.gov.uk/> for more information
- When making your first payment by Tax Free Childcare, please advise the Finance Administrator of your

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payment reference issued by HMRC (XXXX00000TFC), as this identifies who the payment is for.

- Overpayments paid through the tax-free childcare scheme can only be refunded back to your HMRC account.

Employer Voucher Schemes

- If you are already a member of your employer's childcare voucher scheme you will be able to make payments to us through your account. Please speak to your payroll department for advice. Please ensure payments are processed in plenty of time for the payment to be received before the 14th of each month.
- Overpayments paid through an employer voucher scheme can only be refunded back to the originating scheme.

Debit or credit card

- There is a card payment machine located at the farm reception, the farm reception is open 9-5pm Monday-Friday.
- If paying your fees this way, please advise the receptionist that it is for nursery fees and give them your child's full name.

Cheque

- Please make all cheques payable to Windmill Hill City Farm Ltd.
- We do not take cheques for any amount under £10.00.
- If your cheque bounces, you will be notified, charged £20.00 towards the bank and administration costs and expected to pay the invoice amount by the agreed date.

Cash

- Please pay cash at the nursery office.
- Only members of the CFS office team and farm reception can take cash or cheque payments.
- If you need to make an urgent payment and it cannot wait until the following day or the next time you are in, please make this payment via bank transfer.

Unpaid invoices:

- If you are unable to pay all or part of your invoice, please speak to us at the earliest opportunity so we can support you with this and agree next steps.
- If payment has not been received by the 14th of the month, a final reminder will be sent advising the need to pay within the next seven days and an administration charge of £20.00 will be added to your next invoice.
- If the seven-day period expires and payment has still not been received, you will incur a second administration charge of £20.00.

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- If payment has not been made by the end of the month your child will be at risk of losing their Nursery or Farm Adventurers place.

Deposits

- Any fee paying/part fee paying family accepting a place will be required to pay a deposit, the deposit will include any session, meal, or snack charges.
- The deposit will be equivalent to four weeks fees of the booked sessions and must be paid within two weeks of a place being accepted.
- Your deposit is held until your child leaves us when it will be refunded to you providing your account is fully settled. The refunded deposit can either be deducted from your final invoice or returned to you via bank transfer.
- Our preference is that deposits are paid via bank transfer, however we can accept cash or cheque deposits.
- We cannot accept deposits paid via childcare vouchers/tax free childcare as due to the tax relief parents and carers receive, we are unable to refund the deposit amount back to you directly.
- The deposit cannot be used for and is not a payment towards for your first invoice.
- The deposit will not be refunded if you leave with a balance owing on your account, leave without notice or if you decline a place with us that has previously been accepted and a start date agreed.

Parents/carers in receipt of childcare funding for training or further education:

- We will need written confirmation from the training provider confirming they are going to pay the childcare costs.
This must include:
 - Confirmation of what sessions they are paying for.
 - Details of when and how the payment will be made.
 - When the funding will start.
 - When the funding will finish
 - Any dates funding will not be available for (e.g., if funding is term time only). Please be aware you will be responsible for fees incurred during this period.
- Without this information, you will be responsible for any fees incurred.

Permanent Session change requests:

New starters:

- As we allocate places based on a points system determined by how many sessions you have requested, sessions cannot be reduced for the first three months.
- If after the three months you would like to reduce sessions, four weeks' notice is required, and you will need to complete a permanent change form.

Existing families:

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- All permanent change requests must be submitted by the 20th of every month to start at the beginning or within the following month (or after this if the request is made further in advance), e.g., requests submitted by 20th August will be implemented during September or after depending on the request date made.
- Requests submitted after the 20th of the month will not be reviewed until the following month, and implemented the month after, e.g., requests submitted 21st of August or after will be reviewed in September and implemented in October or after depending on the request date made.
- You will not be able to bridge gaps with temporary additional sessions while waiting for a permanent change to be implemented.
- Four weeks' notice is required for any change request and the full months' notice will be payable in all instances.
- A permanent change form must be completed for all change requests, please contact the admin team who will be able to send this to you electronically. Paper copies are available on request.
- Any increase to sessions is subject to availability and will only be agreed if all invoices are paid and up to date.
- We will email confirmation of the agreed change, the revised sessions and times and the date they will commence.
- A deposit will be required for any increase in sessions, this will need to be paid within two weeks of the sessions being agreed.

Additional Sessions:

- If you require any additional sessions, please contact a member of the admin team who can check availability for you.
- An additional sessions form must be completed and returned to us. This will be sent to you electronically by a member of the admin team. Paper copies are available on request.
- Once the request has been authorised **you will not be able to cancel the booked session** as this may have prevented someone else accessing the session or staffing may have been arranged to support this request.
- The cost of this extra session will be added to your next invoice.
- We do not allow swapping of any sessions.

Late pick up charges (for full policy please see the Arrivals, Departure and Absences Policy):

- If you are late collecting your child, you will be charged £5.00 for every five minutes (or part thereof) after the end of your booked session i.e., collection at 5.04pm for a session ending at 5.00pm will incur a £5.00 charge, collection at 5.06pm will incur a £10.00 charge. (please refer to the below on how the late charge system works). The charge will be added to your next

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invoice.

Non-attendance:

- If your child will not be attending, including illness or holiday, payment of fees (including meal charges if applicable) will still apply.
- You will not be charged for any C&FS closure days, including bank holidays and staff training days.
- In the case of a 'force majeure' event, where the service cannot be accessed through the choice of neither the parent nor the setting, we reserve the right to charge a reasonable reduced fee to compensate for the ongoing cost of reserving the place. The exact level will be decided by the setting and may vary depending on the duration and extent of the closure. We will endeavour to keep any charges to the minimum required to secure the ongoing viability of the service.
- In the case of such 'force majeure' events, notice periods will still apply.

Notice Period:

- If it is your intention to cancel your place, four weeks' notice is required.
- A leavers form must be completed and returned to us. This will be sent to you electronically by a member of the admin team upon request. Paper copies are available on request.
- On receipt of this, we will arrange for your deposit to be refunded back to you once your child has left. Please see section on 'Deposits' for further information.

Free Early Education for 2-year-olds:

- You may be eligible for two-year-old funding the term after your child's second birthday, further information can be found at [Free early education for two year olds \(bristol.gov.uk\)](https://www.bristol.gov.uk/free-early-education-for-two-year-olds).
- Families in receipt of two-year-old funding will receive up to 12 non-chargeable hours 47.5 weeks of the year.
- The 12 hours funding can be used:
Monday-Friday 9.00am – 1.00pm and 1.00 – 5.00pm in nursery
Monday-Friday 9.00am – 12.00pm in Farm Adventurers
- If you are using sessions over the 12 hours weekly funding, a deposit will be required for any sessions and meals you are paying for (you can opt to provide packed meals).
- You will be invoiced as per the process above.

Flexible Early Education Entitlement (FEEE) Grant Funded sessions for 3- & 4-year-olds:

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- All children aged 3 and 4 will be eligible for universal FEEE funding (from the term after their child's third birthday) and will receive up to 12 non-chargeable hours 47.5 weeks of the year.
- Many families may also be eligible for the extended funding which would be another 12 hours in addition to the universal 12 hours. More information can be found at [Childcare Choices | 30 Hours Free Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](#)
- Funded hours can be used:
Monday-Friday 9.00am – 1.00pm and 1.00pm-5.00pm in nursery
Monday-Friday 9.00am – 12.00pm & Tuesday-Thursday 1.00pm-4.00pm in Farm Adventurers
- If you are using sessions over the 12 hours weekly funding, a deposit will be required for any sessions (including sessions covered by the extended funding), meals and snacks you are paying for (you can opt to provide packed meals).
- If your child is accessing two settings, you may opt to split the funding. If this is the case, you will need to inform us so we can ensure the correct amount of funding is claimed. Please note we are aware that settings under North Somerset Council can only share funding if both settings are either term-time only (38 weeks per year) or all year round (47.5 weeks per year).
- You will be invoiced as per the process above.

As a setting we aim to be supportive and understanding with all our families. If you are concerned about paying your invoice, please come to us so we can work together in finding a resolution. This policy works in conjunction with the Admissions Policy.