

FEE PAYING POLICY	
Reference: CF16	Effective date: 31.08.2012
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FEE POLICY

Windmill Hill City Farm is a not-for-profit organisation. All families attending the Children and Family Services (CFS) 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 and consumables charges 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 to you every month.
- It is the responsibility of the parent or 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 the 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 ask you to check your invoice each month and clear any outstanding balance.

Tax- Free Childcare

- You may be entitled to join HMRC's Tax-Free Childcare Scheme, where the government will add 20% to any funds paid into the scheme, this can then be used to pay nursery fees.

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- Please visit [Childcare Choices | 30 Hours Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](#) for more information.
- When making your first payment through your Tax-Free Childcare account, please advise the Finance Administrator of your payment reference issued by HMRC (XXXX00000TFC), as this identifies who the payment is for.
- Please ensure payments are processed in plenty of time for the payment to be received before the 14th of each month.
- 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:

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

Cheque

- Please make all cheques payable to Windmill Hill City Farm Ltd.
- Please ensure payments are processed in plenty of time for the payment to be received before the 14th of each month.
- 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.
- Only members of the CFS office team and farm reception can take cheque payments.

Cash

- Please make cash payments at the nursery office.

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- Only members of the CFS office team and farm reception can take cash 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.
- 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 or part fee paying family accepting a place will be required to pay a deposit, the deposit will include:
 - Any sessions where you will be paying full fees.
 - Any funded sessions, except those covered by Universal funding for three- and four-year-olds (max 12 hours) and Free Early Education funding for two-year-olds (max 12 hours). Please see a definition of all funding on page. 5.
 - Consumables 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.
- 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 schemes or the Tax-Free Childcare scheme as due to the tax relief received, we are unable to refund the deposit directly back to you.
- The deposit cannot be used for and is not a payment towards your first invoice.
- Your deposit is held for you until your child leaves us, upon which it is refunded back to you providing your account is fully settled.
- The deposit will not be refunded if you:
 - Leave with a balance owing on your account.
 - Leave without notice.
 - Decide to decline a place that has previously been accepted.

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Parents and 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 (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 change of session requests:

New Starters

- As we allocate places based on a points system determined by how many sessions you have requested, sessions cannot be reduced in 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 of sessions form.

Existing families:

- 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).
- Request submitted after the 20th of the month will not be reviewed until the following month, and implemented the month after, e.g. request submitted 21st August or later will be reviewed in September and implemented in October or after depending on when the request was 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.

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- 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 an additional session, 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 could have prevented someone else accessing the session or staffing may have been arranged to support this request.
- The cost of the additional session will be added to your next invoice.
- Additional sessions will be charged at the full fee rate for that session.
- We do not allow the swapping of sessions.

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

- If you are late collecting your child, you will be charged £5.00 for every five minutes (or part thereof) from the end of your booked session. For example, collection at 17.04pm for a session ending at 17.00pm will incur a £5.00 charge, collection at 17.06pm will incur a £10.00 charge.
- The late charge will be added to your next invoice.

Non-Attendance

- If your child will not be attending, including illness or holiday, payment of feed (including consumables charges if applicable) will still apply.
- You will not be charged for any CFS 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 or carer nor the setting, we reserve the right to charge a reasonable reduced fee to compensate for the ongoing cost of reserving the space. 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.

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- 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.

Early Years Funding

Funding for eligible nine-month-olds:

- From September 2024 funding will be available for working families with children aged nine months and upwards from the term after their nine-month birthday

Under 2's birth month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
9 th month "birthday"	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Eligible from	January			April			September					

- Families in receipt of this funding will receive up to 12 non-chargeable hours for 47.5 weeks of the year.
- The 12 hours of funding can be used:
 - Monday – Friday 9.00-1.00pm and 1.00-5.00pm in Nursery
- You can subscribe for updates through the Childcare Choices website: [Childcare Choices | 30 Hours Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](#)

Funding for eligible two-year-olds:

- From April 2024 funding will be available for working families for children aged two years and upwards the term after their second birthday (see table below).
- Families in receipts of this funding will receive up to 12 non-chargeable hours of funding for 47.5 weeks of the year.
- The 12 hours of funding can be used:
 - Monday – Friday 9.00-1.00pm and 1.00-5.00pm in Nursery
 - Monday – Friday 9.00-12.00pm in Farm Adventurers
- More information can be found on the Childcare Choices website: [Childcare Choices | 30 Hours Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](#)
- A deposit will be required for all booked sessions, whether funded or non-funded.

Free Early Education for two-year-olds:

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- Free Early Education funding is available for two-year-olds the term after their second birthday (see table below)
- Families in receipt of this funding will receive up to 12 non-chargeable hours of funding for 47.5 weeks of the year.
- The 12 hours of funding can be used:
 - Monday – Friday 9.00-1.00pm and 1.00-5.00pm in Nursery
 - Monday – Friday 9.00-12.00pm in Farm Adventurers
- More information can be found through the Bristol City Council website: [Free early education for two year olds \(bristol.gov.uk\)](https://www.bristol.gov.uk/free-early-education-for-two-year-olds)
- We do not take a deposit for sessions covered by the 12 funded hours.

Flexible Early Education Entitlement (FEEE) for three- and four-year-olds:

- All children aged three and four years are eligible for universal FEEE funding the term after their third birthday (see table below).
- Families in receipt of this funding will receive up to 12 non-chargeable hours of funding for 47.5 weeks of the year.
- Working families can also apply for extended funding for three- and four-year-olds, if eligible you would receive an additional 12 non-chargeable hours of funding for 47.5 weeks of the year.
- More information can be found on the Childcare Choices website: [Childcare Choices | 30 Hours Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](https://www.childcarechoices.gov.uk/)
- Funding can be used:
 - Monday – Friday 9.00-1.00pm and 1.00-5.00pm in Nursery
 - Monday – Friday 9.00-12.00pm in Farm Adventurers
 - Tuesday – Thursday 1.00-4.00pm in Farm Adventurers
- We do not take a deposit for any universally funded hours but do take a deposit for any sessions funded by the extended funding, any sessions that are not funded, and the consumables charge.

Children attending more than one session:

- If your child is accessing two settings, you may choose to split the funding. If so, you will need to inform us where the funding is being used and how much so we can ensure we claim the correct amount of funding.
Please note: Free Early Education funding for two-year-olds can only be used at one setting.

2nd, 3rd or 4th birthday	1 Jan – 31 Mar	1 Apr – 31 Aug	1 Sep – 31st Dec
Eligible from	April	September	January

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Eligibility Codes (for working families)

- Eligibility codes need to be reconfirmed every 3 months. The eligibility code will remain the same after reconfirmation. It is the parent/carer's responsibility to ensure their eligibility code is valid.
- Verification checks will be made on Bristol City Council's Provider Portal, using the following data:
 - Your 11-digit eligibility code
 - Your National Insurance Number(s)
 - Your child's date of birth
 - Your written consent(s) from your signed EYR1 Parental Declaration Form to verify eligibility.
- If you do not reconfirm the eligibility code and the code becomes invalid, the 'grace period' begins. The grace period is a short period of time where a child can continue to access their extended/free hours.
- Once the grace period has expired:
 - Under two's from working families will have to pay for all childcare provision privately.
 - Two-year-olds from working families will have to pay for all childcare provision privately but may be eligible to apply for an Eligible two-year-old place if they meet the criteria (see above for the weblink).
 - Three- and Four-year-olds from working families will only be able to access their universal free hours and must pay for any additional childcare provision.
- If this happens, we will discuss what to do about the sessions you have lost. Codes which are already in their grace period must be reconfirmed before claims can be made for expanded or extended free hours.
- Bank Holidays are not funded by Bristol City Council. If your free hours fall on a bank holiday, the free session will not be rescheduled.

Application of Funding:

- For invoicing purposes, we need to allocate your funding to specific days. This will then remain the same for the duration of your claim unless there are any changes to your attendance or funding hours claimed.
- As funding is only offered for 47.5 weeks per year, bank holidays and nursery closure days, will not result in the funding being moved to a different day.

For Nursery places:

- Funding will be applied in 4-hour blocks. You may use a maximum of 2 x 4 hr blocks per day (total of 8 hours). We will apply the funding to sessions in the following order:

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- Funding will be applied to any full day session where extended hours are being purchased i.e. 8-6, 8-5 or 9-6
- Funding will be applied to any half day session where extended funding is being purchased i.e. 8-1 or 1-6.
- If you are accessing 2 full days but only receive 12 hours of funding, we will allocate 8 hours to a full day and then the remaining 4 hours to the half day that attracts the extended hour (if you have it). E.g. Your child attends Monday 8-6 and Wednesday 8-5. 8 hours of funding will be applied to the Monday 8-6 session and 4 hours of funding will be applied to the 8-1 part of Wednesday.
- Any balance of funding will then be applied to any 9-5 sessions, followed by any 9-1 or 1-5 sessions.
- Where possible we will allocate funding to complete sessions e.g. an 8-6 and a 9-1 for a 12-hour funded child.
- Funding will be applied using the above steps, then in order of attendance.

For Farm Adventurers places:

- Funding will be applied to any 9-12/1-4 sessions, starting from the earliest day of attendance.

Consumables Charges

- Any child receiving funding will be invoiced for the consumables charge.
- The consumables charge covers:
 - Meals and snacks (for health and safety reasons we do not offer the option of providing a packed lunch)
 - Trips and outings – additional resources and staff outside the recommended ratios
 - Spare clothing
 - Nursery trips to Farm Adventurers
 - Special events
 - Sun cream
 - 'Forest School' type activities, such as woodworking or building fires.
- Consumables charges are applied to every session you receive funding.

Exemption from Consumables Charges

- Families entitled to Early Years Pupil Premium (EYPP) and will be exempt from the consumables charge once your eligibility has been confirmed.
- To be eligible for Early Years Pupil Premium you need to be receiving the following:
 - Income Support
 - Income-based Jobseekers Allowance
 - Income-related Employment and Support Allowance
 - Support under part six of the Immigration and Asylum Act 1999
 - The guaranteed element of State Pension Credit
 - Child Tax Credit (provided you are not also entitled to Working Tax Credit) and have an annual gross income of no more than £16,190.

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- Working Tax Credit run-on, which is paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit – your household income must be less than £7,400 a year after tax including any benefits you get.

You may also be eligible for Early Years Pupil Premium if your child is currently being looked after by a local authority in England or Wales or if your child has left care in England or Wales through:

- Adoption
 - Special guardianship order
 - A child arrangements order
- We will need you to provide proof of your eligibility for Early Years Pupil Premium.

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.