

## Little Thinkers Booking Policy

When starting at Little Thinkers' nursery you will book in sessions for your child. The nursery will inform you of available sessions based on capacity, occupancy and ratio and you will be able to select from the available days and times. The selected sessions will be the sessions your child will attend every week.

### Changes to sessions long-term

If you wish to change these sessions going forward, then a months' notice will need to be given to the nursery manager in writing either via email or in a letter, detailing what sessions you would like going forward. The manager will look at the availability and will endeavour to accommodate these changes. If the changes cannot be accommodated due to capacity, occupancy or ratio then the manager will inform you of the available sessions and give you the choice to change to the sessions available or stick to the original sessions.

Any changes decided on will then be made for the week beginning, 4 calendar weeks after the decision has been made.

### One off session switches

Sessions will be able to be switched as a one off as needed if a minimum of a weeks' notice is given and it can be accommodated according to capacity, occupancy and ratio. In this instance the session will not be charged as extra as long as the length of the new session remains the same as the one previously booked. If less than one weeks' notice is given then a switch will not be available. Instead, an extra chargeable session will be booked if it can be accommodated. The originally booked session will still be charged as the session will have been staffed for the child to attend. Your child is then welcome to attend both sessions.

### Extra sessions/hour extensions

Extra sessions and hours can be booked. The nursery will do all they can to accommodate the extra sessions and hours however this will be based on capacity, occupancy and ratio. Therefore, the nursery retains the right to deny the extra session. The more notice given for an extra session the more likely it is the nursery will be able to accommodate it. If the extra session is last minute, on the day, then a phone call to the nursery will need to be made as early as possible. The duty manager will then let you know if the session can be accommodated.

Children who turn up for sessions that they have not been booked for under the above circumstances will not be admitted to the nursery.

### Late collection

Children need to be collected at the end of their session promptly. Late fees will begin to apply 5 mins after the end of the child's session. These will be charged at £1 per minute. Therefore, if a child is collected 10 minutes late then the charge will be £5 pounds. If a child is collected 15 minutes late the charge is £10 and so forth. If the person collecting, telephones the nursery prior to the end of the session and informs the nursery, they will be late and the reason for this, then the fee can be waived at the discretion of the duty manager. However, if this becomes a regular occurrence then late fees will apply. The nursery also retains the right to charge late fees for the first 5 minutes for parents who are regularly late.

Dropping off your child later than their booked start time does not entitle them to extra time at the end of their session. They always need to be collected promptly at their session finish

time regardless of when they are dropped in. Equally children will not be permitted into the nursery before the beginning of their session.

#### Unpaid fees:

Failure to pay fees by the 10<sup>th</sup> of the month may lead to a fine of £10 per occasion. This is at the managers discretion, if you are struggling to pay your fees, please approach the manager to discuss.

If fees are not paid in full by the 20<sup>th</sup> of the month the invoice relates to, the nursery reserve the right to suspend your child's sessions till the outstanding debt is paid. All missed sessions due to suspension will still be charged.

If your child is within their months' notice of cancelling their nursery place, the nursery reserves the right to suspend sessions if fees are not cleared 24 hours after the due date, i.e., the 11<sup>th</sup> day of the relevant month.

If you decide to leave the nursery by giving a months' notice or by your child moving on to school, any unpaid debt will be claimed through small claims court.

#### Little Thinkers available sessions and prices

##### Set Sessions for September 2023

Full Week- Monday to Friday (7:30-6) £246.00

Day Rate: (7:30-6) £58.00

Morning session (8-1) £33.00

Afternoon session (1-6) £31.00

School Day (9-3) £38.00

Top up hourly rate £6.70 (can only be added to a set session)

##### Funded sessions for September 2023

Children who attend for either 2- or 3-year-old 15 hours funding only will have 3 options when booking sessions:

- 1) 5x 3-hour sessions- either 8:45-11:45 or 12:30-3:30 or a mixture of the two.
- 2) 3x 5-hour sessions- either 8-1 or 1-6 or a mixture of the two.
- 3) 2x school day sessions 9-3 and an additional 3-hour session 8:45-11:45 or 12:30-3:30

#### Children entitled to 30-hour funding

Children who are entitled to 30 hours of government funding, and have a valid code, will need to be booked for the set paid sessions listed above and funding will be taken off of the total cost of hours.

This policy was adopted by- Little Thinkers Nursery

On the- 5<sup>th</sup> January 23

Date to be reviewed- January 24

Signed on behalf of the provider- F Harvey



Role of signatory- Nursery Manager

Policy amended Jun 23- Prices set for September 23