

# **Oakwood Nursery**

## **Admissions and Fees Policy**

**We committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.**

### **Admissions**

When a parent/carer contacts the Nursery enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available the parent/carer and the child will be invited to visit the Nursery and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form to confirm their child's place.

Parents/carers will also be encouraged to complete and sign the Emergency Medical Treatment Form and the Nursery Contract.

Once the admission is secure, the Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a starting date for the child. At this stage, the provisions of the Settling In policy will come into operation.

### **Waiting List**

To ensure that admissions to the Nursery are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Nursery's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the Nursery in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.

- The waiting list will be kept and used on a 'first come first served' basis. The Nursery will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Nursery.
- When a vacancy at the Nursery becomes available, the Manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- When a place is offered to a parent/carer the longest that it will be held for is two weeks. This means that admission forms and a start date must be completed/arranged within this period. If a parent/carer still wishes to take up the place for their child, they will be asked to complete the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

For parents who require more than four weeks' notice of a guaranteed place a holding fee will be charged to cover the cost of the nursery holding an empty place. An alternative to this is that your child may be able to begin attending the nursery earlier than the requested start date.

## **Fees**

The Nursery understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Nursery, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of the Nursery's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made monthly, on an agreed day prior to the start of the month in question. Individual payment arrangements will be negotiated between the Manager and parents/carers.
- The Nursery will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity.
- If the fees are not paid on time, the Nursery will notify the parent/carer in writing and request payment at the earliest possible opportunity.

- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Nursery being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Nursery will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Nursery for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Nursery.

If you decide you no longer need a place at the Nursery you must contact the Nursery Manager as soon as possible as we would require one months notice in writing of your intention to remove your child.

### **Holiday and sickness absence – payment**

Fees will still be due if your child is on holiday during Nursery time. The Nursery will be open for 52 weeks of the year.

Fees are still payable in the event of sickness for two weeks, if your child is sick from nursery for a periods of sickness that is expected to be longer than 2 weeks then please contact the manager as we will look at all cases on an individual basis

(July 2018)