

# Payment Policy

(effective from 01 April 2021)

|                          | Day Nursery                                           | Before & After School Club           | Holiday Club |
|--------------------------|-------------------------------------------------------|--------------------------------------|--------------|
| Full Week                | £261.25                                               |                                      | £154.00      |
| Full Day                 | £55.00                                                |                                      | £32.50       |
| Morning                  | £36.50                                                | £9.25                                | £22.50       |
| Afternoon                | £34.00                                                | £11.00                               | £20.50       |
| Other Charges            | Pre-booked hour or un-supervised settling in sessions |                                      | £8.50        |
|                          | Meal                                                  |                                      | £2.80        |
| Late collection of child | £30                                                   | £30                                  | £30          |
| <b>Transport</b>         |                                                       |                                      |              |
| Band A                   | £1.85 per journey                                     | Yellow Bus                           |              |
| Band B                   | £2.10 per journey                                     | Burnley Road, Cragg Vale, Scout Road |              |
| Band C                   | £3.00 per journey                                     | Midgley                              |              |
| Band D                   | £3.75 per journey                                     | Hebden Bridge                        |              |

These prices include food, formula milk, drinks, leading brand nappies, wipes, nappy creams and sun cream, as appropriate (***please note that fees are chargeable whether or not your child is in attendance***). Extra charges will be made for any outings, if required.

## Opening Times

We are open Monday to Friday at the following times:

|           | <u>Session times</u> | <u>Funded sessions (Universal &amp; Extended)</u> |
|-----------|----------------------|---------------------------------------------------|
| Full Day  | 7.00am – 6.30pm      | 9.00am – 3.00pm                                   |
| Morning   | 7.00am – 1.00pm      | 9.00am – 12.00pm                                  |
| Afternoon | 1.00pm – 6.30pm      | 1.00pm – 4.00pm                                   |

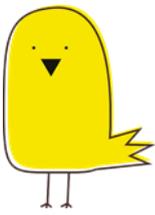
The Ark and SPACE will close:

- on all Bank Holidays (which are chargeable)
- for two training days per year (dates to be confirmed) - chargeable
- for the period between Christmas and New Year. The Ark and SPACE close at 1pm on Christmas Eve, should this be a normal working day.

**All these sessions are payable** except for those between Christmas and New Year.

Registration Fees - A non-refundable, one-off registration fee of £75 per family is payable in order to reserve a place at The Ark and £35 per family for SPACE at the Ark.

Pricing will be reviewed annually and implemented each April.

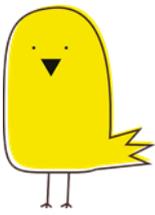


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## Payment Terms

|                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ark Day Nursery (regular attendees)</b> | Payment is required <b>in advance</b> by Standing Order and / or Voucher on the first of each month. The total is calculated over 51 weeks and split into twelve equal amounts. Please note that <b>all closure days are chargeable</b> excluding the period between Christmas and New Year.                                                                                                                                                                                                                                                                                     |
| <b>SPACE Before / After School</b>         | Payment is required in advance for each month. This will be invoiced on the first of each month.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>SPACE Holiday Club</b>                  | Care will be invoiced in arrears.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Cancellations</b>                       | <p>4 weeks written notice is required. Alternatively, 4 weeks fees in lieu. This includes:</p> <ul style="list-style-type: none"><li>▪ Ark Day Nursery</li><li>▪ SPACE Before / After School</li><li>▪ Transport</li></ul> <p>48 hours' notice of cancellation is required otherwise full payment will be required for:</p> <ul style="list-style-type: none"><li>▪ Extra sessions</li><li>▪ Holiday Club</li></ul> <p><b>Please note</b> that we are unable to 'swap' sessions and fees are charged for all pre-booked sessions whether or not your child is in attendance.</p> |
| <b>Changes in Care</b>                     | Should you wish to reduce your child's sessions we will require 4 weeks' written notice. Any increase in sessions can be made immediately subject to availability.                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Additional Charges</b>                  | Payable in arrears e.g. extra sessions, additional services (ironing, etc.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Late Payments</b>                       | <p>Defined as over 14 days after the date of invoice.</p> <p>Late payments <b>will</b> incur a £20 late payment fee and a subsequent interest charge 2% per month above the Bank of England Base Rate.</p> <p>Please note:</p> <ul style="list-style-type: none"><li>▪ Failure to pay fees on time may affect the availability of your childcare place</li><li>▪ Any outstanding debts will be pursued through the Small Claims Court</li></ul>                                                                                                                                  |
| <b>Payment Methods</b>                     | <p>Standing order, Tax Free Childcare, Cash, Debit Card, Credit Card, Childcare Voucher or BACS Payment.</p> <p>Our bank details are as follows:</p> <p><b>Bank:</b> Nat West    <b>Sort Code:</b> 51-61-35    <b>Account No:</b> 79783627</p>                                                                                                                                                                                                                                                                                                                                   |



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| <p><b>Coronavirus Addendum</b></p> | <p><b>Closure / Lockdown</b></p> <p>If we are advised by the Government to close the nursery setting as a whole, due to a lockdown, fees will <b>not</b> be charged for the lockdown period only. This also applies if Public Health recommend that we close your child's bubble / room due to the virus.</p> <p>However, if you make the choice not to bring your child to nursery and we remain operational, fees will be charged at the normal rate.</p> <p><b>Sickness / Illness</b></p> <p>If your child displays Coronavirus symptoms, you will be asked to collect your child immediately and we would request that your child be tested. Your child and anyone they live with or in their support bubble must stay at home until you get the test result.</p> <p>If your child's test result is positive, they will have to self-isolate for at least 10 days from when the symptoms started and anyone in the household will have to self-isolate for 10 days. In this instance, there will be no charge.</p> <p>However, if the result is negative your child can return to nursery so long as they are fit and well to do so and fees will resume.</p> <p>In either instance proof of the test result will be requested, before your child's return to nursery.</p> <p>Should you be contacted by NHS Test and Trace and you are requested to self-isolate for 10 days, there will be no charge.</p> <p><b>Holidays</b></p> <p>The Foreign and Commonwealth Office currently advises British Nationals against all but essential travel with the exemption of certain listed countries.</p> <p>If you choose to travel to a country, which is not on the exemption list, and you are advised to quarantine when you return to the UK, you will be charged in full for the holiday period and the quarantine period.</p> <p>However, if you travel to a country which is on the exemption list and this is then removed from the list whilst you are out of the country, you will be charged for the holiday period as per our standard terms but not the quarantine period upon your return. Again, proof of travel may be requested.</p> <p><i>Please note that this information is correct as of 14<sup>th</sup> December 2020 and is subject to change in line with Government guidance.</i></p> |
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