



Payments Policy

Purpose of Policy

The purpose of this policy is to inform parents and carers of the procedures in place for paying their childcare fees.

Who is responsible?

It is responsibility of the nursery manager to ensure that all childcare fees are paid in full by the date required.

How will the policy be implemented?

Primrose Hill Day Nursery requires that all childcare fees are paid monthly in advance before the 1st of the month. Payments should be made preferably by standing order but can be paid by cash or cheque.

Working parents may be entitled to assistance with their childcare fees, please contact tax credits to enquire.

Non-Payment of Childcare fees

All parents should note that non-payment fees will result in the loss of the childcare place for the child.

Parents who are struggling to pay their childcare fees must inform the nursery manager who will discuss payment options.

Please note that non-payment of childcare fees by the date specified will result in a late payment charge of 5% of the total charges made, for example if your childcare fees for the month are £250 and you have not paid this, a fee of £12.50 will be added as a charge to your next invoice.

We accept cash, cheques, vouchers and bank transfers.

Extra Days/Changes

If you require your child/children to attend extra this must be booked via the **office only**, this can be done via our app, email, telephone or in person. A non-refundable payment for these additional days must be given at the time of booking.

Any permanent reduction to your child's attendance requires four weeks' notice. Any changes may mean you are not guaranteed availability should you wish to recommence booking.



Swapping Days

We do not permit days to be swapped; due to our staffing ratios this would be unmanageable.

Afterschool Non-Term Time

We send out holiday planners usually 6 weeks prior to any school holidays. We require 4 weeks' notice of non-attendance or you will be charged a full day rate for the day your child normally attends. If you do not require childcare during school holidays you will be charged for the normal term time attendance as a retainer.

Shift Patterns/Rota Based

We try to accommodate parents who require childcare around their shifts, we request the days required to be given into the office staff on or before the 15th of the month for the following month when childcare is required, this allows us to check our numbers and ratios, we will notify you if there are any days we cannot facilitate.

We have in place a billing system whereby you will be notified through our app if your balance is outstanding.

Any Ad Hoc days requested will need to be paid on day requested and accepted by management.

Help Towards Fees

Please remember that parents can get assistance with their childcare costs either through Universal Credit (income dependant) or via Tax Free Childcare (20%) plus, currently, NICSS (15%) therefore currently only having to pay for 65 % of childcare costs, now including school children from September 2025.

Tax-Free childcare

If you're a working parent or self-employed with children under 12 (under 17 for children with disabilities), you can open an online account to pay for approved childcare. The government tops-up the money you pay into the childcare account.

For every £8.00 you pay in, the government adds £2.00 to your account. You can receive up to £2,000 for each child - that's up to £500 every three months. You can receive up to £4,000 for a child with a disability- that's up to £1,000 every three months.

Parents eligible for Tax-Free Childcare

To get Tax-Free Childcare, you and your partner must be:



- working or getting parental leave, sick leave or annual leave
- earning at least the National Minimum Wage or Living Wage for 16 hours a week

<https://www.gov.uk/tax-free-childcare>

Parents not eligible for Tax-Free Childcare

You can't get Tax-Free Childcare if you or your partner earn £100, 000 or more in a year. You can't use Tax-Free Childcare at the same time as:

- Universal Credit
- Tax Credits
- Childcare Vouchers

Childcare vouchers

Childcare voucher schemes closed to new people on 4 October 2018. If you were in the scheme before this date and your employer continues the scheme, you can keep getting the vouchers.