

Terms and Conditions

Payment of Fees

Fees are to be paid in advance by the 1st of every month: Fees are payable throughout the year for your child's reserved place.

Admission: - A non-refundable registration fee will secure your child's place. Your booking is not secured until you receive written confirmation. If you have entered an estimated start date on your application form, we would be grateful if you would confirm your actual start date no less than 6 weeks in advance or a charge will be incurred if start date delayed without required notice. Please note that fee increases may have occurred after the completion of this form you will be advised of the current fee structure prior to your child's start date and during your parent induction.

Hours: - It is a statutory requirement that staff/child ratios are adhered to at all times therefore we appreciate parents co-operation regarding hours. If you require longer hours than reserved on admission please discuss this with your Nursery manager. A late fee may be payable for any late collections.

Booked days may not be exchanged / swapped except in special circumstances which are agreed by the Nursery Manager and can only be accommodated if the nursery has a space and the appropriate staff available to care for your child.

Bank Holidays: - The nursery is open all year round with the exception of Bank Holidays and the week between Christmas and New Year. These will be charged at your normal rate.

Illness: - Fees are still payable if your child is off sick.

First Month's Fees

You will be required to pay your first month's fees in full whilst attending your settling in visit.

Nursery fees are paid by Direct Debit

An invoice will be issued 10 days prior to the date of the Direct Debit being drawn on the 1st of every month. Any fees not paid by Direct Debit will incur a £5.00 administration fee each month. Late payment of nursery fees may result in the place being suspended until the account is brought up to date.

Fees Paid by Childcare Vouchers, Tax Free Childcare (TFC) & Tax Credits

Childcare vouchers, TFC and Tax Credits must be received by the 1st of each month in advance of childcare being received; a £25.00 late payment administration charge will be applied to the account if payment is not received. On the 1st of the month.. Please ensure that you child's name and the nursery they attend is included on the voucher for accurate identification

Changing Method of Payment

The nursery requires 6 weeks' notice in writing should you wish to change your method of payment.

Occasionally parents may experience some difficulties paying their fees if this should happen please speak to your Nursery Manager who will help to find a method to resolve the situation.

Terminating the Booking/Place

The nursery requires Six weeks' notice, in writing to terminate the booking / placement of your child. If you do not provide appropriate notice you will still be required to pay one month's

fees.

I / We agree to abide by The Orange Tree Terms and Conditions which I/we have read and fully understand