



Cringleford Crackerjacks

10.1 Charging and Pricing Policy

Cringleford Crackerjacks Charging and Pricing Policy

Cringleford Crackerjacks is a non-profit making, charitable organisation managed by a Committee of trustees. Cringleford Crackerjacks is dependent on fees and Early Education Funding to pay for staff and running costs. At Cringleford Crackerjacks, we aim to offer high quality childcare, in a safe and stimulating environment where the needs of individual children are met. This policy seeks to establish an understanding and agreement between the Committee and all parents/carers about the expectations regarding the payment of fees.

At Cringleford Crackerjacks we believe in good communication with all our parents and staff. Fees are reviewed regularly and any fee increases will be notified in writing giving at least 4 weeks' notice.

A deposit is not charged.

Payment of fees

All hours/sessions not covered by Early Education funding will be charged. Invoices are issued monthly in advance and are calculated by the number of hours in the month. Payment is due within 14 days from the date the invoice is issued.

Payment may be made by electronic transfer (BACS, Direct Debit, Debit Card, Credit Card), or childcare vouchers/schemes (including Tax Free Childcare and Childcare Grant Payment Service).



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Missed Sessions/Days

Sessions not taken due to sickness or holidays will be charged.

We will charge parents/carers directly for any loss of funding from Norfolk County Council resulting from their child taking holiday, family days out etc.

Hours of Operation

Cringleford Crackerjacks Preschool (Dragonfly Lane)
Cringleford Crackerjacks Preschool is open for 38 weeks a year in line with the school term dates of Cringleford Primary School. No charge will be made during the school holidays.
Cringleford Crackerjacks Preschool is open every weekday during term-time from 8.45 am to 11.45 am and from 12.30 pm to 3.30 pm with an optional Lunch Club in-between.

Cringleford Crackerjacks Nursery (Jubilee Centre)
Cringleford Crackerjacks Nursery is open for 48 weeks a year. It is closed for 4 weeks a year and parents are notified well in advance of the planned closure dates.
Cringleford Crackerjacks Nursery is open every weekday for 48 weeks a year from 8.00 am to 6.00 pm with sessions available from 8.00 am to 9.00 am, 9.00 am to 12.00, 12.00 to 3.00pm and from 3.00pm to 6.00 pm
Parents can choose between either a Term Time only contract (38 weeks) or a 48-week contract. Government funding is only available for term time hours.
Parents can switch their contract once per academic year



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To maintain the quality of service we offer it may very occasionally be necessary to close the setting for training purposes. Any setting closure for this purpose will be notified at least four weeks in advance and parents will not be invoiced for these sessions.

Funded Early Education and Fees

Cringleford Crackerjacks is registered with Norfolk County Council to offer funded early education. For each term, you will need to complete and sign a Parent/Carer Claim form to confirm that funded entitlement can be claimed on your behalf and you will need to provide us with confirmation of your child's identity e.g. birth certificate. The form will be provided by Cringleford Crackerjacks and needs to be completed and signed each term in which the child will be in receipt of early years funding. Completion of funding forms is the responsibility of parents, although we are happy to support parents with this. Failure to provide a signed claim form on time may mean we are unable to claim funding for that child and we will issue an invoice to cover the cost of the child's sessions.

At Cringleford Crackerjacks, we offer the following funded entitlements:

Entitlement	Eligibility
15 Hours Universal Funded Childcare for 3- and 4-year-olds	All 3 to 4-year-olds in England can get this from the term after their 3rd birthday.
30 Hours Extended Funded Childcare for eligible working families	You may be able to get 30 hours funded childcare per week if you, and any partner are working. You can check your eligibility and apply for a code at https://beststartinlife.gov.uk/ . You must have a valid



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	code by the end of the month before a new term starts.
15 Hours Funded Childcare for 2-year-olds	Your 2-year-old can get this from the term after their 2nd birthday if you are in receipt of certain benefits. 2-year-olds can also receive this if they: • are looked after by a local authority • have an education, health and care (EHC) plan • get Disability Living Allowance • have left care under an adoption order, special guardianship order or a child arrangements order
Tax free childcare	You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the costs of childcare. Visit https://beststartinlife.gov.uk/ to check eligibility
Universal Credit and childcare	You may be able to claim back up to 85% of your childcare costs if you're eligible for Universal Credit. You (and your partner if you live with them) will usually need to either be working or have a job offer. You can find more information at https://www.gov.uk/help-with-childcare-costs/universal-credit



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Government funding is intended to cover the cost to deliver 15 or 30 hours a week of high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours, or additional services.

Parents are responsible for fees incurred by additional hours if they cannot provide a valid 30-hour code for the term in which they wish to claim extended funding or changes in family circumstances mean their child is no longer entitled to extended hours.

Chargeable extras for families accessing a funding entitlement

Providers offering Early Education and Childcare can charge for the following when families are accessing a funded place.

- Optional Services and Activities
- Food Consumables
- Non-Food Consumables

It is expected that most families will opt to pay these chargeable extras, so that their child(ren) will receive

- other activities that are not directly related or necessary for the effective delivery of the Early Years Foundation Stage (EYFS) statutory framework
- meals, snacks and consumables prepared or supplied by the nursery

These fees, together with the funded hours/session and any additional non-funded hours/sessions will be agreed initially as part of our registration process and included in your childcare contract.

Unless there are exceptional circumstances, your childcare contract can only be **varied termly** for chargeable extras and reducing hours/sessions.



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Changes to your childcare contract must be requested in writing 4 weeks before the start of the new claim period.

Claim Period Start Dates:

- 1 April
- 1 September
- 1 January

Please note: Terminating your contract must also be given in writing at least 4 weeks prior to your child's last date of attendance. Fees remain chargeable during this notice period.

Our Chargeable Extras

At Crackerjacks, we are committed to providing exceptional childcare, enriched by experiences and services that go beyond what many providers offer. While government funding makes an important contribution, it does not fully cover the cost of delivering these additional benefits. For this reason, we ask parents to make a voluntary contribution towards chargeable extras.

Optional Services and Activities:

These services and activities are not expected to be provided as part of the EYFS.

- Additional classes/events – these may include, for example:
 - Baby Ballet
 - Mini Monsters
- Enhanced small group activities – these may include, for example:
 - Duckling hatching experience
 - Gardening activities
 - Baking activities
 - Seasonal celebrations, including a visit from Father Christmas and a gift



- Seasonal craft activities
- Parent / Carer Events – these may include, for example:
 - Themed stay and play events
 - Christmas nativity
 - End of year graduation event
 - Sports day
 - Parents' evening
- Access to your child's learning journey on the Famly app, including photographs

Non-Food Consumables:

Including:

- Wipes
- Tissues
- Nappy bags
- Suncream
- Non-essential PPE for personal care

Food Consumables:

- Breakfast
- Tea
- Snacks



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Our Fees for Chargeable Extras

Optional Services and Activities	£3.00 Per 3-hour session
Non-Food Consumables	£1.50 Per 3-hour session
Food Consumables	£0.50 Per 3-hour session
	£0.95 – Breakfast (if applicable) £2.35 – Tea (if applicable)

****Please note, if parents choose to opt into all **three** chargeable extras, they will receive these at a reduced rate of £3.00 in total per session****

These fees will be charged unless alternative options have been agreed. They will be added to your monthly invoice, unless you have opted out of paying.

The ability to opt in or out of these chargeable extras is **termly**. Opting out cannot be applied retrospectively.

If you are unable to pay for or wish to amend your contract, please speak with the Executive Manager to discuss the alternative options available.

We will not ask you to pay a Consumables Charge if your child is eligible for Early Years Pupil Premium (EYPP).

It is not possible to select items from each list for your child to participate or for you to supply. Fees are applied in full where attendance is anticipated as part of your agreed childcare contract.



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ADDITIONAL INFORMATION

If, after discussion with the Executive Manager, you choose to not pay the voluntary charges, your child will **not be able to take part** in our optional services and activities and you must supply your own food consumables and non-food consumables.

- **Optional Services and Activities**

We are required to deliver the funded entitlements consistently, so that all children within a setting accessing any of the funded entitlements receive the same quality and access to provision, regardless of whether they choose to pay for voluntary hours, voluntary extra services, meals or consumables.

The reference to quality refers to the Early Years Foundation Stage (EYFS) Statutory Framework which is mandatory for all early years providers in England and sets out the standards that must be met to ensure that children learn and develop well and are kept healthy and safe.

Our optional services and activities are not directly related or necessary for the effective delivery of the EYFS statutory framework.

Invitations and opportunities to participate in optional services and activities will not be extended to families who have opted out.

- **Non-Food Consumables**

Where families opt to supply the listed items instead, sufficient supplies of these must be brought to preschool or nursery **every day** when your child is accessing their funded entitlement because there is not capacity to store any items permanently.



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All the listed items must be packed in a bag which is clearly labelled with your child's full name. **It is not possible to select certain items to supply**, and the items must also be labelled with your child's name.

Families are responsible for checking that their child arrives at nursery with a sufficient supply of these items so that we can provide for your child's individual care needs.

- **Food Consumables (All Food Brought in from Home)**

Please refer to our Food and Nutrition Policy for packed lunches and where families have opted to provide their child's food whilst at preschool or nursery.

Our policy is in line with the EYFS nutrition guidance issued by the Department for Education to ensure meals, snacks and drinks provided to children are healthy, balanced and nutritious.

A packed lunch must be provided by parents/carers if your child is staying for lunch at Nursery or Preschool.

Families supplying their child's meals and snacks (including packed lunches/tea) must refer to the list of items which cannot be provided

Our list ensures suitable and practical food products are supplied which promote healthy eating and avoids cross-contamination or risk to children with dietary requirements.

If food is not supplied as agreed, the food consumable fee will be charged in full.



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Additional hours (Private Paid Hours – not funded by the local authority)

Hourly rate– £8.50

Fees are charged in full for sickness and holidays. We do not charge for bank holidays.

The funded entitlements will be delivered consistently so that all children accessing any of them will receive the same quality and access to provision regardless of whether families opt to pay for optional hours, services, meals, or consumables.

Making changes to your contracted sessions

Contracted sessions and hours are agreed at the start of a child's placement and are reserved specifically for your child. We ask families to consider their childcare requirements carefully before confirming their schedule and signing their Parent Contract Agreement

Requests to change contracted days, sessions or hours must be made **in writing** to the Executive Manager. Unless there are exceptional circumstances, your childcare contract can only be **varied termly**. All requests are subject to availability and cannot be guaranteed.

Late collection fees

At the end of your child's session, it is important that they are collected on time. We understand that parents may occasionally face difficulties arriving on time due to unforeseen circumstances. However, we reserve the right to apply the following charges:

Collection up to 15 minutes late - £20 charge

Collection up to 15-30 minutes late - £30 charge

Collection up to 30-45 minutes late - £40 charge



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Collection more than 45 minutes late will incur a rate of an additional £10 for each 15-minute period thereafter (or part thereof). A record of late collections will be kept and tallied. Multiple late collections will be charged at our discretion.

Late payment of fees

We aim to help parents/carers to pay their fees by following a fair procedure. If parents are having problems paying their child's fees on time, they should contact the Executive Manager as soon as possible so that an individual payment plan can be put in place.

If such arrangements have not been made then the following procedure will apply.

- 1) If no payment has been received within 14 days of receipt of the invoice, a late payment charge of £10 will be added to the amount due.
- 2) We will then write formally to the parent/carer informing them that failure to make payment within the next 7 days will result in an additional late payment charge of £20 being added to their account and that non-payment will result in legal action being taken and may ultimately result in the loss of the child's place.
- 3) If payment (including both late payment charges) is not received within 7 days of the formal letter, Cringleford Crackerjacks will pursue the outstanding debt via the court system. Claims to court will include the addition of interest of 8% to the outstanding balance due. In addition, all expenses incurred by Cringleford Crackerjacks in pursuing the claim through the court will be added to the outstanding amount claimed from the parent/carer.

Other charges

- Deposit – We do not charge a Deposit
- Retainer Fee – We do not charge a Retainer Fee



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- Registration Fee – We do not charge a Registration Fee

The entitlement place is offered free. Parents will not be charged a “top-up” fee to recoup the difference between the amount received from the Local Authority and the current hourly rate.

Ad hoc bookings

Subject to availability, we are happy to accommodate ad hoc session bookings including ad hoc holiday sessions at the Nursery. Please note the following points regarding these bookings:

1. Government funding is not available for holiday sessions. All holiday sessions will be charged in full at our standard hourly rate,
2. Once your ad hoc booking has been confirmed, you will be charged for the session in full even if you later decide to cancel.

Invoices

Parents will be issued with a monthly invoice, detailing the fees due for that month unless the balance equals zero. Payment must be made in full within 14 days of receipt of invoices. Where this is not possible, an alternative plan may be put in place by prior agreement with the Executive Manager.

Invoices will be itemised to provide clear and transparent information concerning the charges as agreed in the parent contract. It will allow parents/carers to see their funded entitlement and understand any additional fees that have been applied.



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One month's notice period

All fees will be charged unless specific arrangements have been agreed and whilst a childcare contract remains in place. Families wishing to terminate their childcare contract must provide 4 weeks' notice in writing to the Executive Manager. Any funding entitlement claimed beyond the notice period is transferable to your new childcare provider via the local authority where the funding criteria is met. If your child leaves or reduces their hours before this notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the end of the notice period together with any additional fees which formed part of your childcare contract.

Review

Our fees are reviewed at least annually in April and families will be given at least 4 weeks' notice in writing to inform them of any change and given the opportunity to discuss their options with us.

Where a time lapse has occurred between the point of enquiry and their child's start date, families should check that the information shared about funding and fees remains current so that any applicable charges can be checked / finalised before the childcare arrangement (contract) is formalised.

This policy was adopted at a meeting:	
Held on	Date
Date to be reviewed	Date



Signed on behalf of the Committee	
Name of signatory	
Role of signatory (e.g. Chair)	