

 **Jack and Jill Childcare**

*Where children can explore, create, and discover the colour of dreams…*

***Payment Policy***

Please note that Jack and Jill is a registered charity (1042803).

We keep our fees as low as possible to support families, but we are unable to fulfil the objectives of our ethos if fees are not paid on time and this impacts the experiences for all children, and their families.

* **All childcare fees are due in advance of sessions.**
* **Sessions that are part of a booked pattern are payable regardless of attendance. This includes, but is not exclusive to sickness, holiday and family days.**
* If you have a booked pattern of attendance, you are required to pay a month’s fees in advance before attendance can commence.

Invoices are distributed before close of business on 25th of the month.

Payments are due before close of business on 1st of the Month

* If you registered to join our ad hoc only booking system, you are required to pay a deposit of £50 before attendance can commence. This deposit will be allocated against your final invoice when you leave the setting.
* If you register to join our books but do not require a booking pattern or regular access to ad hoc sessions, you are required to pay in advance of any booked sessions and before attendance can commence.
* Holiday club bookings require payment in advance of attendance.

Bookings will close on 20th of the previous month

All invoices are distributed before close of business on 25th of the month.

Payments are due before close of business on 1st of the Month

* If you require additional sessions, this will be subject to availability and where possible paid in advance. Any additional adjustments will be added to the next available invoice.
* If your child is absent, charges still apply
* Ad hoc bookings only – there is a 48-hour cancellation period prior to the booking. For bookings cancelled outside this window or if your child is absent, charges will still apply.
* Late collection of your child may incur a fee of £7.50 (up to half an hour) Please note that additional fees will be chargeable if you are more than half an hour late.
* Late collection of your child which takes you outside of our opening times – after 6pm, may incur a charge of £10 for every 15minutes
* Adjustments to booking patterns, including changing or reducing attendance days or cancelling your booking, must be received in writing and require four weeks’ notice. The notice period does not include periods that are outside of the term time calendar.
* We are not able to accommodate swapping sessions
* Additional costs are incurred for meals.
* We reserve the right to add a £25 charge to accounts that become overdue. If the account is not brought up to date within a month your childcare may be affected, including termination of your booking.
* Invoices are distributed electronically once a month. Parents can track their invoices, payments, and balances by logging into their parent admin account at any time.

Please note that only payments made by card through World Pay are updated on your account in ‘real-time’. All other payments may experience a minor delay before the account is updated. If you have made a payment and it is not showing on your account, please wait a week before contacting us.

We accept childcare vouchers, tax-free childcare, 9month+ funding, 2yr-funding, 3/4-yr funding and 30-hours funding.

Visit the Childcare Choices website to see what Government help is available to parents for childcare costs.

To check your eligibility for available schemes, click the link below:

[Childcare Choices | 30 Hours Free Childcare, Tax-Free Childcare and More | Help with Costs | GOV.UK](https://www.childcarechoices.gov.uk/)

If you cannot pay your fees on time, it is important that you contact the office on: office@jackandjillchildcarefacilities.com / 01403 258994, immediately to let us know. We may be able to agree a short-term payment plan to enable you to keep your child’s place.

If this is agreed, you will be issued with a monthly statement detailing your fees and payments to enable you to manage your account effectively and keep your payments up to date.

We are bound to pursue outstanding accounts until they are resolved, and payment is received.

This policy was adopted by Jack and Jill Childcare Facilities on 3rd July 2025.

It is signed on behalf of the setting by: *L Batchelor*

In their capacity as: Chairperson