

Charging and Fees Policy

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Last Reviewed: January 2026

Next Review due by: January 2027

Aim

To inform prospective and current parents/carers and service users about charges that may be made.

Purpose

This policy explains how Gems Nursery Online charges for childcare, how invoices are issued and paid, and how we handle notice, cancellations, non-attendance, and closures—so fees are transparent, fair, and compliant with current requirements.

Fees

Currently our hourly rate (private paid hours) is £10.00 per hour for all privately paid childcare hours. Charges are calculated to the nearest 15 minutes (0.25 hour) unless otherwise stated on the booking confirmation.

Funded Early Learning and Childcare

Government funding is intended to cover the cost of delivering 15 or 30 hours a week of funded, high quality, flexible childcare only. Any additional hours required will be chargeable at our hourly rates.

If your child accesses funded early education/childcare entitlement hours through us: Funded entitlement hours are shown on invoices as £0.00 and are delivered free at the point of use (no mandatory charges linked to accessing those hours).

Any additional hours you choose beyond funded entitlement hours are charged at our private rate (£10/hour).

We do not require registration fees, “top-up fees”, non-refundable deposits, or non-itemised general charges as a condition of taking up a funded place.

Receipts are available on request.

Consumables

Gems Nursery will provide snacks at no cost, however consumables such as: Nappies, wipes, cream and nappy bags must be provided by the parent/carer.

Additionally, parents/carers must provide their own packed lunch, (families supply their own food and drink including formula and any specialist dietary items)

We do not add charges for consumables, meals, trips, activities, or “extras” but have an optional charge to contribute to any external trips.

Invoicing and receipts

Parents/carers are issued monthly invoices in advance detailing the services they are being charged over.

Invoices will be itemised to show (where relevant):

funded entitlement hours (£0)

additional paid hours (£10/hour)

food charges (£0 – families provide food)

consumables (£0 – families provide nappies)

activities (£0 – none charged)

Payment terms

Payment is due before the childcare is delivered, by the date shown on your invoice.

Accepted payment methods: bank transfer (details shown on the invoice) and any other method we notify you of in writing.

Late payment and arrears

If payment is not received by the due date:

1. Day 1–7 overdue: reminder will be issued.
2. Day 8–14 overdue: second reminder and request to agree a short repayment plan (where appropriate).
3. 15+ days overdue: we may suspend sessions until the account is brought up to date and/or begin termination steps (Section 10).

We aim to act reasonably and proportionately, in line with fair consumer practice.

Non-attendance (child absence)

If your child is absent due to illness, holidays, or other reasons, the session remains reserved for your child and is still chargeable (private paid hours).

If you have funded entitlement hours, funding rules and your local authority agreement may affect how absences are treated; we will apply the correct approach and show it clearly on invoices.

Notice, cancellations, and ending your contract

To reduce fees and staffing disruption, we require 4 weeks' written notice to end a regular booking pattern.

If less notice is given, fees may be charged for the notice period (up to 4 weeks), provided the Nursery was ready and able to deliver the sessions as agreed (fair contract principles apply).

Closures and inability to provide childcare

If we cannot provide childcare for any reason (for example, an emergency closure):

You will not be charged for the hours we cannot deliver, and we will provide a credit or refund for the affected time, as appropriate and in line with consumer law expectations.

Changes to fees

Our hourly rate and terms will be reviewed at least annually.

We will give parents at least 4 weeks' notice of any fee changes, unless a shorter timescale is unavoidable due to exceptional circumstances (we will explain why).

If you think an invoice is incorrect or unclear, contact us immediately so we can resolve it quickly. If you remain unhappy, you can follow the Nursery's complaints procedure.