

Fees, Funding, Invoices and Credit Control

At Harvey Bears, we believe in transparency around our invoicing and credit control procedures. As a small charity, we appreciate prompt payment of monies owed to ensure that we can continue to provide the best childcare we can.

This policy is reviewed regularly to ensure we best supporting our families and our resources, in line with the relevant rules and regulations of Ofsted and the Charity Commission.

Current Fees and charges

Please see below our current fees. These are effective from 1st April 2025.

Rates are reviewed regularly and any changes are communicated to parents with a minimum of 1 months notice.

Babies (3 months – 2 years)

Full Day (9am-3pm)	Half Day (9am-12pm / 12pm-3pm)	Half Day with Lunch (9am-1.30pm)	Extra Sessions Per 15 min (8am-9am or over booked session)
£39.00	£19.50	£29.00	£1.50

Toddlers (2 – 3 years)

Full Day (9am-3pm)	Half Day (9am-12pm / 12pm-3pm)	Half Day with Lunch (9am-1.30pm)	Extra Sessions Per 15 min (8am-9am or over booked session)
£31.00	£15.50	£22.00	£1.50

Preschoolers (3 years +)

Full Day (9am-3pm)	Half Day (9am-12pm / 12pm-3pm)	Half Day with Lunch (9am-1.30pm)	Extra Sessions Per 15 min (8am-9am or over booked session)
£28.00	£14.00	£19.50	£1.50

Funding

Harvey Bears offer funded places, subject to availability. There are several options available to support parents with the rising costs of childcare.

- **Tax Free Childcare:** this is a government scheme to support working parents with childcare costs. For every £8 you pay into the account, the Government will pay an extra £2. Please see www.childcarechoices.gov.uk for more information.
- All 3 and 4 year old children receive 15 hours of free childcare per week, with some 3 and 4 year olds able to receive up to 30 hours of free childcare a week. This will apply from the term after your child turns 3 years old.

To see if you are eligible for 30 hours free childcare, please visit www.childcarechoices.gov.uk or call the childcare service helpline on 0300 123 4097.

You must apply for / renew your 30 hours eligibility code before the end of one term to be able to use it for the next term.

- Some children from 9 months old are eligible for 15 hours of free childcare - please visit www.worcestershire.gov.uk/freechildcare for information.

Invoice Procedure

- Our invoices are based on a 'Session Fee' (as half day, half day with lunch or full day blocks) that shall be notified to you in advance of your child starting at Harvey Bears. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect.
- Fees must be paid on a monthly basis, in advance. We calculate the amount payable by you each month by multiplying the number of sessions you have booked in a month by the applicable Session Fee.
- Where we offer a reduced fee rate after a child's birthday, that reduction will take effect from the first day after your child's birthday.
- Fees apply 11 months of the year (We are closed for the whole of August and as such no fees are due).
- We are also closed on bank holidays and for 5 staff training days per year (some of which will fall on usual term-time dates) to support our continuing professional development for the benefit of children and families; no refund is given for this closure as this has already been taken into account when calculating your child's fees.
- We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
- Invoices are dated at the start of the month, with seven days payment terms.
- Any funded hours or additional grants will be deducted from the total owed.
- In the event of late collection of your child, we reserve the right to charge for each additional 15 minutes, or part thereof, on a pro-rata basis.
- If you have requested additional sessions during the previous month since the last invoice was issued, or you have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under your invoice for payment referred to "Adjustments for previous months", showing the breakdown of additional charges.
- The previous month's adjustments and future month's sessions will be added together, leaving a clear balance that is owed by you (the parent).
- All payments made should be by BACS using the bank details listed on the invoice, unless payment by cash or cheque has been agreed with us in advance. We do not take payments by debit/credit card. All payment, regardless of method, shall be made by you monthly, in advance by the due date listed on the invoice.
- No refund or reductions will be given for periods where the place is unfulfilled due to illness or holidays on the part of either party.
- If you have any queries regarding the invoice or are experiencing difficulties making your payment, please don't hesitate to contact the Preschool Manager at manager@harveybears.org.uk or via telephone during the setting's opening hours on 07927 903535.

Credit Control

- Invoices are dated at the start of the month, with payment terms specified as 7 days and the invoice due date clearly detailed.
- If by two weeks following the due date, payment has not been received from the parents, or an agreement reached with the manager regarding late payments, a copy invoice is sent by the administrator, alongside a gentle reminder, which will have the caveat that if they have paid within the last 3 days, please ignore.
- If payment has still not been made by the end of the month, the balance brought forward will be added onto following month's invoice, and an extra reminder will be sent to parents that if their balance for previous month is not paid within 7 days, they may be subject to a late fee or some other penalty as deemed appropriate by the committee.
- If the outstanding balance is not paid by the end of the following month (month 2), the manager will send notice that the child may not attend the setting until the balance is settled, but that they will continue to incur the fees applicable for any days suspended.
- If the balance is not paid by the end of month three, and no agreement has been reached with the manager, a legal demand for monies owed will be issued from the Harvey Bears Committee Chairperson. At this stage, notice may also be given to the parents that their child is to forfeit their space at the nursery with however much notice.
- Further none payment of monies owed will be subject to legal actions as deemed appropriate by and with the agreement of the Harvey Bears Committee.