



Footsteps payment policy for families

1. Payments can be made by cheque, bank transfer and we accept child care vouchers
2. Once a payment is done every parent must inform to confirm how and when the payment has been made.
3. Payments need to be done by the first week of every term .
4. If a family delay a payment without authorisation, the nursery has the right to suspend the service and and also if there are any fees outstanding from previous months, the money will be recovery by a third party and the service will be suspended until the accounts are up to date.
5. Children are entitled to 15 hours of early education funded by Hertfordshire County Council from the term after their 3rd birthday. We also accept 2 year old funded places at Footsteps which also apply from the term after a 2nd birthday. 2 year old funding is offered to people/families on a low income or who meet other certain criteria.
6. Funding Available

There are a number of funding options to help parents/carers with childcare costs.

6.1 Childcare vouchers are one of the ways in which employers can help their staff with the cost of childcare.

6.2 Tax Credits are provided by the Government to help Parents/Carers with cost of childcare. The amount available through tax credits is dependent on individual circumstances.

6.3 Nursery Education Grant (also known as Free Education) is available from the term following your child's third birthday. In some cases (if you are on income support) you can be eligible for Free Education from your child's 2nd birthday. This entitlement provides 570 free hours per year. The Nursery is using stretched offer (ask at office).

Leader.....Date
Chair.....Date



Footsteps pre-nursery

Late and Non Payment of Fees Policy

The nursery would try to avoid any situation which would lead to a dispute between the nursery and the parent over the late payment or, in extreme cases, non-payment of fees.

The parents must understand that non-payment of fees may jeopardise the place. We accept payments to our Nursery bank account.

We suggest to do transfer on Monday, that on Friday the payment should be seen on our bank online account. If on Friday your payment will not be found- you will receive reminder. If the full fee will not reach the account till next Friday (£0 balance) – you will be charged £5 pound of penalty.

Same will apply for payments made by cheque , when a cheque is bounced by the bank you will charged £5 pound of penalty.

If the payment has not been settled in full in 4 weeks the Nursery can then demand that the parents of the child withdraw the nursery place until all monies have been settled in full.

After 8 weeks of Non-payment court proceedings will be initiated. All legal and court costs will be included in the final bill amount outstanding including any tracing fees. If parent's at any time experience payment difficulties please contact Admissions secretary, who will endeavour to help with any situation.

If the child no longer wish to use the place, parents must agree to give one months notice of their intention to leave and should understand that they will be required to pay the fees due during the whole notice period.

The fees may be subject to periodic reviews, increases will be notified at least one month in advance.

Leader.....Date.....
Chair.....Date.....



Footsteps pre-nursery

Late collection Policy

Procedure for Parents/Carer failing to collect child

To ensure that we comply with staffing ratios we need parents to pick up their children promptly at the end of the session. In the event of an unavailable delay we ask parents to contact the Nursery as soon as possible.

In other case, parents will be contacted using available telephone numbers. If contact is unsuccessful the specified third party will be contacted.

Late collection of children

The nursery closes promptly each day at 1:15pm. If your child is not collected on time constantly, the Nursery may ask parents to explain in writing reason of late collection and take actions.

If tendency still persist, the Nursery can demand that the parents of the child must pay the fine for £1 for every late minute. The time will be recorded from the clock in the room without dispute.

Leader.....Date

Chair.....Date.....



Footsteps pre-nursery

Policy for contracting parents

“Contracting Parents”

When a child joins the nursery one or both parents is asked to sign the standard form applying for a place and accepting the standard terms and conditions of the nursery.

Where one parent only signs the form it will be made clear in writing to the parent that this parent is seen by the Nursery as the contracting parent. The implications of this will be made clear. These are:

The contracting parent, and only the contracting parent, is liable for the payment of nursery fees and costs.

The contracting parent nominates who may collect the child from nursery. At least two names will be given. Where this does not include the second parent, the second parent will not be allowed to collect the child. It is not the duty of the nursery to inform the second parent of this, but the nursery urges the contracting parent to inform the second parent that this is the case.

The contracting parent is naturally allowed to see the child at nursery. However it is made clear that the other parent will not be allowed into the nursery unless the contracting parent has nominated the second parent as being able to do this or unless the second parent is a contracting parent for another child.

The contracting parent decides on specific issues in relation to the child such as whether the child is allowed to be photographed.

The purpose of this policy is to ensure that parents recognise that the nursery will not be seen as a place that can be used as part of any dispute between parents. A parent who is not a contracting parent and is not listed as an acceptable person for collecting children from nursery will not be allowed into the nursery for any purpose in relation to that child.

Leader.....Date

Chair.....Date



Footsteps pre-nursery

Policy of Code of conduct

Please address to staff, children and parents/carers in a polite and respectful manner at all times.

If you have a complaint to make, please refer to nursery complaints procedure. Ask for the book of policies if you are not sure how to proceed .

Please choose an appropriate time to address your complaints with staff/parents and never show discontent in front of the children or other parents.

The use of bad language, verbal or threatening behaviour towards staff, children or parent/carers will not be tolerated.

Whilst on nursery premises you, the parent/career, are responsible for your child/children safety and their care.

Please do not shout at or physically punish or smack your child/children whilst in the nursery.

Please don't complain when you are charged a late fee for late collection. Our policy for this is quite clear and fair.

Please ensure that you read the newsletters and notices carefully as they normally contain important information regarding the nursery or the children.

Please share relevant information regarding your child/children with staff. Good communication between staff and parents/carers promotes positive relationships and it is beneficial that we all work together.

In any event that the above rules are breached, the nursery Disciplinary Procedure will be followed, that is:

Verbal warning.
Written warning.
Dismissal/loss of nursery place.

Leader.....Date
Chair.....Date



Footsteps pre-nursery

Policy of Nursery fees

On registering a child with the nursery, a contracting parent will sign to say they agree with the nursery policy on fee payment.

Where a parent suggests that a fee due will be paid by the other parent, the parent is immediately reminded of the contracting parent's regulations. The nursery will, of course, accept payment from the other parent, but if payment is not made on time it is the contracting parent to whom the nursery will turn, in accordance with the contracting parent policy.

In all cases fees are payable weekly by the 1st day of the week in advance, and cover all sessions for which the child is enrolled – including any sessions not attended by the child for instance due to illness.

In case of child's long-lasting illness, payment for the first week will be full, for second week- half, and the third week of illness is free. Note or information about child's health from the doctor is necessary if the Parents wish to have a discount for prolonged absence caused by illness.

Leader.....Date
Chair.....Chair