GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Fees Policy

Purpose

We explain costs clearly before a family accepts a place at Gems tiney Home Nursery. This policy covers private fees, payment, absences, notice and optional charges. Funded entitlement hours are free and follow the separate Funded Hours Policy and current Surrey funding conditions.

Agreed fees and payment

Each family's childcare agreement confirms their private hourly rate, booked hours, due date and any agreed optional services or charges. Individual rates and notified changes are set out in writing; the policy does not replace those agreed details. We give at least four weeks' written notice of a fee change, or any longer period required by the agreement.

Private fees are normally invoiced monthly in advance unless otherwise agreed in writing. Payments are made through the tiney app or Tax-Free Childcare where eligible, using the correct provider details. Parents should allow enough time for a Tax-Free Childcare payment to reach the account and identify the child clearly. Payment confirmations are available.

Invoices show funded hours separately from private hours and any agreed food, consumables or activity charges. We explain queries and correct errors promptly. Additional or ad-hoc sessions depend on availability and written confirmation of hours and price.

Absence holidays and closures

Private contracted sessions remain payable when a child is absent due to illness or a family event. Family holidays are charged at 50% of the usual private session fees under our holiday arrangements. Please give advance notice where possible so invoices can be prepared accurately.

If Gemma cannot provide the contracted care because of provider holiday, illness, emergency or closure, no childcare fee is charged for that unavailable period. Any advance payment is credited or refunded as appropriate. An agreed alternative provider's charges must be explained before the family accepts that arrangement.

Funded hours are never converted into private fees simply because a child is absent or the provider is closed. Claims, absence and changes to delivery are managed under Surrey funding rules. Optional services not provided are considered separately on the invoice.

Late collection and overdue payments

Parents must collect within booked times and tell Gemma promptly about delays. Any late collection charge must have been explained and agreed in the contract, including when it starts and how it is calculated. Payment of a charge does not extend the booked session or replace safe collection arrangements.

If payment is late, we contact the family, check for an error or transfer delay and explain the amount outstanding. Please raise financial difficulties early; a short-term payment plan may be agreed in writing where practical. Any late payment charge must be transparent, fair and consistent with the agreement.

Persistent non-payment of private fees may lead to suspension or termination under the contract after written communication and an opportunity to resolve the issue. We do not withdraw a child's funded entitlement solely because a parent declines optional extras. Funded-place concerns are discussed with Surrey and tiney as appropriate before action.

Notice and changes to bookings

Parents must give four weeks' written notice to end or reduce a private childcare booking, unless a different applicable contractual arrangement has been agreed. Changes must be confirmed with Gemma; an app booking request alone does not guarantee availability.

Agreed private notice-period charges apply under the contract, taking account of the holiday and closure arrangements above. We do not charge parents the value of funded

hours during notice or use notice charges as a top-up. Funded-place transfers and claims follow Surrey's current rules.

Deposits and registration charges

Any private-place deposit or registration charge is explained in writing before payment, including its purpose, amount, how it is credited and cancellation terms. A private deposit is credited against the first month's fees unless the written agreement provides otherwise. Cancellation deductions must be fair, proportionate and lawful, taking account of any loss avoided or place refilled.

A funded place must not depend on a non-refundable registration fee, retainer or deposit. Any reasonable refundable deposit for a funded place follows Surrey's current refund timetable and is not treated as payment for funded hours. We explain the conditions in advance and do not require parents to pay for funded hours while waiting for council payment.

Funding and optional extras

We do not charge a difference between our usual private rate and the council's funded hourly rate. Parents are not required to buy extra hours, meals, consumables or activities to obtain a funded place. Any permitted extras are voluntary, agreed and itemised.

Families may provide suitable food or personal consumables in line with our safety procedures, or agree a reasonable alternative such as waiving the charge. Children whose parents opt out continue to receive appropriate EYFS provision and the same quality of care. See the Funded Hours Policy for eligibility and delivery.

Questions and review

Please contact Gemma about invoices, payment arrangements or concerns. Unresolved concerns can be raised through the Complaints Policy and, for funding matters, Surrey's funded early education team. This policy is reviewed annually or sooner when terms or guidance change. References: current childcare agreement; Department for Education early education and childcare statutory guidance effective April 2026; current Surrey funded early education conditions.

Policy owner: Gemma Bayley
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Next review due: November 2027