

Cheshire Care Ltd T/A Fairfield & Twist Lane Nursery

Fee Payments/Terms & Conditions

ACCOUNTS DEPT - CONTACT DETAILS

- **Contact the Accounts Dept directly via accounts on the FAMLY App (this will generate a faster response) Accounts Dept is a private messaging group only accessed by Management.**
- OR Email directly to: accounts@fairfieldnursery.co.uk
- OR Contact the Nursery Manager at your child's own setting
01942 684251 for Fairfield Nursery or 01942604414 for Twist Lane Nursery

CONTRACTED HOURS: When a parent/carer enrolls their child at our nursery they enter a contract with Cheshire Care Ltd to provide childcare on designated sessions throughout the year and their child's place is reserved for them every week. A qualified key person is assigned to them on the days they are due to attend, this is essential to ensure that their individual needs are met and that staff ratios comply with safety regulations. Once a place is contracted it is assigned to your child and cannot be given to anyone else. ***Therefore, please be aware that full fees are payable for your child's place throughout the year, regardless of whether your child attends for their sessions or is absent for any reason.***

NURSERY CLOSURES: The nursery is open Monday to Friday, 7am to 6pm each week excluding Bank Holidays. Fees remain the same throughout the year regardless of Bank Holiday closures or non-attendance for any other reason. The nursery closes for approximately one week over the Christmas period (dates vary depending on when the holidays fall), fees are not charged for one week over this period.

FORCE MAJEURE – Occasionally there will be unforeseeable circumstances that may prevent us from fulfilling our contracted childcare services, this would normally be when an extraordinary event or circumstance occurs beyond our control, such as severe weather, travel disruptions, interruption to the supply of essential services i.e. water, energy etc., and major events such as war, strike, riot, crime, or an event described by the legal term act of God (hurricane, flood, earthquake, etc). If such a situation arises and the nursery is forced to close or restrict services in circumstances beyond our control, fees will remain payable.

PAYMENT TERMS: Contracted parents/carers are requested to ensure that **payment arrangements are in place prior to their child starting at nursery. Fees must be paid in advance either weekly or monthly** unless it has been otherwise agreed in writing by the Accounts Office. **Invoices are not normally sent out unless a specific request has been made to the accounts dept.** It is the responsibility of the contracted parent/carer to ensure that fees are paid regularly and on time in advance of their child's attendance. If you are unsure, please speak to the Nursery Manager for details of the fees payable for your child's place, this information should have been confirmed to you prior to your child starting with us and any queries should be directed to the Nursery Manager or the Accounts Dept (see above details).

CALENDAR MONTHLY PAYMENTS: Fees are invoiced in weekly batches of 4 or 5 weeks depending on the number of weeks in a month. If parents would like to pay a single monthly payment, we can provide an estimated calendar monthly figure. This figure will be based on the current weekly fee for the year (51 weeks) which is then divided into 12 equal monthly payments. Please note as we invoice in batches of 4-5 weeks the balance showing on a statement at the end of each month will vary slightly, showing either a small credit or debit. This is normally addressed when a child leaves nursery or if there has been a price change etc., when we will either refund any credit balance due, or the parent is responsible to pay any shortfall.

METHODS OF PAYMENT

Tax Free Childcare: This is a very popular method of paying for working parents, as parents can make savings of up to 20% as the Government pay a top-up portion of the fees. See the link below for more information: <https://www.gov.uk/get-tax-free-childcare> Please note it can take several weeks to set up. Once you have set up your TFC account if you are unsure how much to pay into it there are various calculators available on-line to assist you – the following link may be helpful <https://taxfreechildcarecalculator.com/>

Direct Debit: If you choose to pay via the nursery direct debit service please follow the link below and put in your bank details with our partner GoCardless <https://pay.gocardless.com/AL0001KTBMQ5QR> (this is the company that manage your payments to us) **we do not need or store your bank details ourselves so please do not send them to us.** To complete the set-up process for direct debits, please confirm in writing, the payment day or date you wish to use each week/month and the amount(s) you will be paying. If you can't commit to a full calendar monthly balance initially, please pay weekly by bank payment, card or cash. Any other arrangement must be discussed and agreed with the Nursery Manager/Accounts Dept.

Bank Payments: If you would prefer to set up your own bank payments to pay us direct, the details are:

Account Name: Cheshire Care Ltd

Sort Code: 16-23-25

Account No: 10107851

Debit/Credit Card: We accept payments from most major bank and credit card companies; you can make payments in person at the nursery or securely over the telephone.

Direct Bank Payment: This is used to take a one-off agreed payment from your bank via GoCardless.

Cash: Fees can be paid in cash; however, change is not available in the nursery rooms so if paying in cash please try to have the correct amount. Ensure that you obtain a receipt/signature in case of queries.

STATEMENTS/RECEIPTS: If you require a statement or a receipt for Universal Credit, please make a request in writing to the Accounts Dept directly. Please allow at least 48 hours for your request to be actioned.

LATE PAYMENT OF FEES: Once a place is reserved for a child, the fees must be paid on time each week/month in advance, if fees are not paid on time a child may not be allowed to attend nursery on any paid for sessions until any arrears are brought up to date. If you experience financial difficulties, please contact us early as we may be able to offer some advice and assistance.

PERSISTENT NON-PAYMENT OF FEES (ARREARS): To maintain a high quality, safe environment we require payment to terms: Payment must be made on time, in full, and without any deduction, set off or counterclaim. If an account falls into arrears, and we are unable to reach a resolution we will refer the matter to our debt collection agents, any arrears owing will be subject to additional costs incurred by the company to collect the debt. **Contracted parents are urged to speak to the Accounts team at the earliest opportunity of they are having financial difficulties which may affect the payment of their nursery fees.**

INFECTION CONTROL: The nursery is required to follow Public Health England's - Guidance on Infection Control in Schools and other Childcare Settings. A copy of the exclusion criteria is available in the nursery reception area. If you are unsure, please speak to a member of the management team.

Please be aware that ***sickness and/or diarrhoea requires an exclusion of 48 hours from last episode.***
<https://assets.publishing.service.gov.uk/media/626669cb8fa8f523b7221b98/UKHSA-should-I-keep-my-child-off-school-guidance-A3-poster.pdf>

CANCELLATION OF PLACE: In most circumstances should you wish to cancel your child's place or change their attendance days we will require 4 weeks' notice in writing.

GOVERNMENT ASSISTANCE WITH CHILDCARE COSTS: Visit the Government website **CHILDCARE CHOICES**. The site provides information and a calculator for the different types of Government help available with childcare costs for parents. Whether you have toddlers or teens, you could get support so if you haven't already done so, it might be worth looking at what's available.

https://www.childcarechoices.gov.uk/?utm_source=Search+&utm_medium=RSA&utm_campaign=C&gclid=Cj0KCQjwk7ugBhDIARIsAGuvGpbSHiNi7MkeOT0LSMQoLF5ARmEQDpuOOpjxqL_aYleSBHQBqx6OOLEaAoOEEALw_wcB

EARLY YEARS FUNDING: Please see our Attendance & Early Years Funding Information Sheet, speak to the Nursery Manager for further details.

By accepting a nursery place at Fairfield/Twist Lane Nursery you agree to our terms and conditions as set out in this document. *The nursery reserves the right to make amendments/changes to these terms & conditions without prior notice.*

Updated January 2026