



Shine Day Nursery Charging Policy

Policy Statement

When children access early education and childcare it enhances their wellbeing and supports development and future learning. All children will receive the same quality of care and access to the provision, regardless of whether they receive their free entitlement or pay for additional hours and consumables.

Shine Day Nursery is dedicated to working in partnership with parents and carers to ensure they are all treated equally. This policy aims to provide transparency regarding their rights or obligations to the financial element of the terms and conditions.

Overview

Shine (East Norfolk) is an Ofsted-registered early years provider and can offer 'free' early education and childcare for children aged 2, 3, 4 and 5 years of age. We are paid directly for these hours by Norfolk County Council using rates worked out according to the Early Years National Funding Formula (EYNFF).

Government funding is available for children the term after their 2nd or 3rd birthday (whichever funding applies). This funding is intended to cover the cost of delivering 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables (e.g., snacks, sun cream), additional hours, or any additional services.

Shine does not charge a deposit to secure your child's place, nor do we charge a registration fee; Shine will allocate places on a 'first come first served' basis, allowing equal opportunity for all children and families to access early education.

Free Early Years Childcare Entitlement

All 3- to 5-year-olds are entitled to a 'universal' offer of 15 hours (570 hours per year) free early education until they reach statutory school age (term after their 5th birthday) irrespective of background or family circumstances.

Since September 2017 some working families of 3 and 4-year-olds are entitled to an additional 15 hours per week, 'extended offer', allowing for up to 1,140 hours of funded early education and childcare across the year (30 hours per week term time)

Since April 2024 working parents of 2-year-olds can also apply for 15 hours per week free early education and childcare; likewise, if parents are receiving certain benefits, they will also be able to apply for 15 funded hours per week. Families accepting a 2-year-old funded place will be able to claim the entitlement until the child is eligible for universal 3-and-4-year-old funding or working parent entitlement.

Shine Day Nursery also accepts direct payment from the Childcare Voucher Scheme and/or Childcare Grant payment for 2, 3 and 4 year olds.

The funded entitlements will be delivered consistently so that all children accessing them will receive the same quality and access to provision, regardless of whether families opt to pay for additional hours and/or consumables.

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A child born in the period	Will become eligible for a free place
1 st April to 31 st August	1 st September following the child's 2 nd or 3 rd birthday (Autumn school term)
1 st September to 31 st December	1 st January following the child's 2 nd or 3 rd birthday (Spring school term)
1 st January to 31 st March	1 st April following the child's 2 nd or 3 rd birthday (Summer school term)

This policy aims to:

- ensure all fees are fair and affordable
- ensure parents are informed of any changes to charges, a minimum of one month prior to the effective date
- ensure that any monetary increase is made to support the sustainability of the Day Nursery
- ensure that early education and childcare is flexible and meets the needs of working parents
- ensure parents can easily determine on any invoices what charges are being made for hours over and above their free early education

Shine Day Nursery is open Monday to Friday 8.30 to 4.30 inclusive, 38 weeks of the year. Shine uses, as a guideline, Norfolk County Councils term dates and staff training days (maximum 5 per academic year) which determines when they open. Funding entitlements will not be claimed for training days.

Funded and non-funded hours can be claimed term-time only:

Monday:	8:30am – 4:30pm
Tuesday:	8:30am – 4:30pm
Wednesday:	8:30am – 4:30pm
Thursday:	8:30am – 4:30pm
Friday:	8:30am – 4:30pm

Sessions have no minimum length and can be up to the 8 hours we are open. We will work with parent/carers to ensure that as far as possible your child's hours are convenient for the family and this will be discussed with the Nursery Manager prior to a start date being issued.

Additional hours over the 'free' entitlement, or where the entitlement has not yet begun:

Age	Cost per hour
2-year-olds	£7.72
3 to 5 year-olds	£5.78

No 'top-up' fee can be charged to these rates.

In the event of non-attendance for any privately paid additional hours for any reason, the above fees will be charged at 50% if notified to Shine otherwise the full fee will be charged.

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Should a child be absent from nursery for any period of time, but a parent wishes to secure their placement, a retainer can be paid to secure the place at 50% of the nursery fees. For families wishing to utilise this, please speak to a member of staff.

Should you have any concerns about Funded or Non-Funded hours, please contact the Nursery Manager, Business Manager or Senior Manager using the contact details below:

Phone: 01493661000

Email: nursery@shine-gy.org.uk ; finance@shine-gy.org.uk ; rhiannon@shine-gy.org.uk

Late Collection Charge

In the event of a child not being collected from nursery at the agreed time by parents/carers Shine Day Nursery reserves the right to impose a 'late collection' charge. If your child remains uncollected 5 minutes after the set time, there will be a late collection charge of £5 for every 15 minutes or part thereof. An invoice will be raised for this and is due within 7 days of the invoice date. If the young person remains uncollected after 30 minutes the **Late Collection Policy** and procedure will be instigated and may result in Norfolk County Council Childrens Services being informed.

Consumables

The government has stated the free early education entitlement your child receives should cover the cost of their education and care. However, as a provider we can charge parents for 'consumables' such as snacks, drinks, wet wipes, sun cream, special celebrations etc. Shine charges a voluntary contribution of 0.50p per session for food consumables, and 0.50p per session for non-food consumables. This must be a voluntary contribution from you as parents and will **not** affect how your child accesses their early education.

Shine provides snacks for all children attending regardless of whether the consumables charge is paid. Shine does not provide meals and parents are expected to provide a 'healthy' packed lunch box for their child if they attend over the lunch period.

Fee Review

All fees will be reviewed annually, and any increase will be charged from 1st April where applicable. Families will be given at least one month's notice in writing to inform them of any change, and given the opportunity to discuss this with a senior member of staff.

Where a period of 3 months or more has lapsed between the point of enquiry and the child's start date, families should check that the information shared about funding and fees remains current so that any applicable charges can be finalised before the childcare agreement is formalised.

Invoices

Invoices for any non-funded hours will be raised weekly in arrears and payment is due within 7 days of receipt of the invoice date. Invoices will be itemised to provide clear and transparent information regarding the charges agreed in the early education contract and where additional hours are required, they will clearly state the free entitlement along with additional fees that have been applied.

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If more than one invoice is outstanding at any given time, then no further hours above the free early education and childcare entitlement (if applicable) will be given

Monthly invoices for non-funded hours in advance are by request only and must be paid within 7 days of the date of the invoice. If a monthly invoice is still outstanding at the start of the following month no further hours above the early education and childcare entitlement (if applicable) will be given.

Half termly invoices are issued for consumables, payment for these is due within 7 days of the date of the invoice.

Payments

Shine accepts BACs or cash payments however we do not have facilities for card payment. Bank details are at the bottom of the invoice or available from the Shine Office.

All fees will be charged unless specific arrangements have been agreed and whilst the childcare agreement remains in place.

If you are unable to pay these charges, please speak with a manager to discuss the alternative options. These could include waiving costs, or creating a payment plan that suits the family.

Unpaid invoices

Should invoices remain unpaid following 2 reminder letters, payment will be pursued through the small claims court.

Transfer from Another Day-care Setting

Parents who transfer their child from another day care setting where the early years free entitlement has been previously claimed must inform Shine Day Nursery of the number of hours claimed by the other setting. Failure to do so could result in parents receiving nursery charges for childcare provided through incorrect allocation of funding.

Changes to or Termination of Agreement

If for any reason parents wish to make changes to or terminate their agreement for a nursery place, 4 weeks' notice is required. Should there be any non-attendance during this time a claim against the free entitlement will be made to Norfolk County Council for hours missed, if there is a fee-paying agreement 50% of fees for the termination period will be charged.

The nursery reserves the right to terminate the agreement with immediate effect in case of non-payment of fees/charges, or if a parent/carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of one month will apply.

Date Policy Reviewed: 20th March 2026

Date Policy Next Reviewed: March 2027

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