Small Explorers
Bright Adventures

Small Explorers – Fees Payment Policy

1. Purpose of the Policy

This policy outlines the expectations and procedures for the payment of fees at Small Explorers. Fees are essential to ensure the smooth running of the setting and to maintain high-quality care and provision for all children.

2. Fee Structure

- Fees are agreed at the time of registration and outlined in the Parent Contract.
- Fees are charged for the booked sessions, regardless of attendance.
- Fees remain payable during periods of child absence, including illness, holidays, or other non-attendance.

3. Payment Schedule

- Fees must be paid **in advance** monthly.
- Payment is due by **28th of each month**.
- Payments should be made via **bank transfer / childcare vouchers / Tax-Free Childcare. Direct to the bank account that is stated on your invoice.**
- **Invoices will be sent around 10 days before the payment deadline and these will be emailed to you via our online portal Ovivio.**

4. Late or Non-Payment of Fees

- Late payments may incur a **late payment charge** of £20 per month.
- If fees remain unpaid, Small Explorers reserves the right to **suspend or terminate childcare provision** until the outstanding balance is cleared.
- Continued non-payment may result in the child's place being withdrawn.

5. Notice Period

- A minimum of **four weeks' written notice** is required to cancel or reduce sessions.

- Fees remain payable during the notice period, whether or not the child attends.

6. Funding, Vouchers, and Tax-Free Childcare

- Parents/carers are responsible for ensuring funding codes are valid and up to date.
- Any shortfall between funded hours and booked sessions must be paid by the parent/carer.
- Small Explorers is not responsible for delays or errors caused by third-party payment providers.

7. Closures and Holidays

- Fees are payable during term time and full time as per the contract .
- Fees may still be payable during planned closures, training days, or bank holidays, where outlined in the Terms and Conditions.

8. Fee Reviews

- Fees are reviewed annually and may be subject to change.
- Parents/carers will be given **reasonable notice** of any fee increases.

9. Queries and Communication

Any questions regarding fees should be raised **promptly and in writing** via email to: **smallexplorers@outlook.com**

10. Agreement

By accepting a place at Small Explorers, parents/carers confirm that they have read, understood, and agree to comply with this Fees Payment Policy.