



## **CCN Childcare Fees, Terms and Conditions and Frequently Asked Questions**

### **Terms and Conditions**

There is a £50 registration fee which is not refundable, Deposit of £100 per child, refundable if 2 month's written notice is given. No registration fee or deposit charged for fully funded places.

Fees are calculated on the basis of the 50 weeks we are open from 08:00 to 18:00, divided into 12 equal monthly payments.

The funding from the government is only for 38 weeks in the year and we are open for 50 weeks. We stretch the weekly funded hours across the 50 weeks we are open. Funding is provided from the first date of the school TERM (1st January 1st April, 1st September) following their birthday.

Children move to the next age rate on the first date of the month following their birthday, a child turning 2 in April will be charged the 2-3 rate from 1st May.

Fees are payable by direct debit due by the 5th of each month in which they are incurred, eg fees for April due by the 5th of April.

Parents are kindly asked to use the reference provided by their Nursery Manager e.g. A312 Child Name

Siblings are offered a 10% discount of the older child's fees.

Fees are inclusive of settling in period, all care provision, activity materials, food & drink as well as local trips Parents are asked to provide formula milk and nappies as needed.

No refunds are given in event of sickness or family holidays, as places are held open.

The nursery is closed for 3 training days each year, but are working days for staff .

There is a 2 months written notice period is required when your child is leaving or to reduce attendance and fees are subject to revision as needed to maintain the sustainability of CCN.

### **Frequently Asked Questions**

#### **Who deals with my invoices and who do I go to with any queries?**

Your Nursery Manager manages your invoices. Please contact them directly with any queries.

#### **Do I have to pay a deposit and when do I get it back?**

We ask you to pay a £150 to secure a place for your child. £50 of this is a non-refundable

administration fee. The remainder is a deposit which will be returned to you when your child leaves, so long as you give us TWO month notice that they are leaving and are up to date with your payments. We will return your deposit at your request after you have paid any outstanding fees. You need to request the return of your deposit within six weeks after your child's leaving date otherwise the deposit will be treated as a donation.

Fully funded places are not charged a Registration or Deposit fee.

### **How often will I get invoiced and how long to I have to pay my invoice?**

You will get invoiced in the last week of each month for the following month and are expected to pay by the 5th of each month. You are invoiced for 12 equal monthly amounts.

### **How do I pay?**

We are a **not for profit** organisation and rely on timely fee payment to fund the daily running of the nurseries. We therefore ask that fees are paid in advance and encourage you to set up a monthly Standing Order, or to pay by monthly bank transfers. You should set these up to reach our bank account between the 1<sup>st</sup> and 5<sup>th</sup> of each month.

CCN's account details are: Camden Community Nurseries Ltd. account no. 51139096, sort code 40-04-07. You must include a payment reference with your child's name, the initial of their nursery and their roll number (which you should be given when you start), eg Jo Bloggs M35 or Phil Evans S211, or Nancy Jones A503.

If there are reasons why setting up a monthly Standing Order or bank transfer is difficult for you, you can discuss alternative arrangements with the Finance Officer, Emma Cattley. Please contact via email [accounts@camdencommunitynurseries.org.uk](mailto:accounts@camdencommunitynurseries.org.uk)

### **What happens if my payment is late?**

To avoid this, we recommend you set up a Standing Order. The Nursery Manager and finance staff will monitor late payments and you should let them know immediately if there is a reason why you need to pay late. If we have not heard from you before a late payment, we will issue a reminder. If you have not paid before the next month your child's place maybe suspended. If you are having financial difficulties or your circumstances change, please do discuss this with your Nursery Manager or alternatively you can email the Finance Officer. We are committed to supporting parents during difficult times and can arrange payment plans.

### **Can I have any combination of days that I want, and how much will I be charged?**

The nursery managers will provide you with a fee sheet that shows the patterns of care we offer, and the fees for each. We offer full day places from a minimum of 2 days per week and free/fully funded places.

We have two fees depending on your household income. The fee sheet will explain the different income brackets. If you are eligible for the concession fee you will need to provide proof of your household income before your child starts the Nursery. You need to show your Nursery Manager proof of your household income.

Once your child starts at their nursery, if your income changes to a different income bracket you should update your Nursery Manager immediately, in the same way. Your revised fees will start from the beginning of the next month.

If you cannot provide us with any proof of income, you will be automatically be placed on the Standard Fee.

### **Do I pay for bank holidays and other closures?**

Fee payments relate to the number of weeks the nurseries are open for each year. You are charged monthly in equal instalments across the year:

You are charged for 50 weeks x 5 days. This is spread across 12 months.

We only charge for bank holidays that fall within weeks the nursery is open, and for 3 staff training/planning days per year.

The fee sheets state the average monthly amounts. Fees are charged at monthly rates.

### **Do I have to pay if my child is absent because of illness or because we go away on holiday?**

Unfortunately, we are unable to reduce your fees if your child does not attend because of illness or any holidays you take during our nursery opening weeks.

### **Should my invoice ever be different from the monthly fee?**

If you have negotiated additional days during the month these will be added to the next month's invoice as extras.

If your child starts mid-way through a month you will be charged for their actual number of days for this part month. This will be added to your first full month's invoice.

### **Do I have to pay for my child's settling in days?**

We generally use a 2-week settling in period to help your child get used to being at nursery. During this time, you will sometimes be expected to stay at the nursery, and your child will build up slowly to spending whole days with us. Therefore, we do not charge for a settling in period of 2 weeks, but you need to be available for those two weeks.

### **Who do I tell about any changes in the care I want?**

You should negotiate this with the manager of your child's nursery. They will know what sessions are available. You can only change care pattern at the start of a month to avoid confusion in monthly fees and staffing. If you really need to change mid-month due to exceptional circumstances, you should discuss this with your Nursery Manager. If places are available for the sessions you want these will be charged the "additional day rate" until a formal change can be made to your care pattern and invoices at the beginning of the following month. If you are decreasing your child's attendance a TWO month notice period is required.

### **Can I have occasional extra sessions?**

Any extra sessions you need should be discussed and agreed with your Nursery Manager. They will try to accommodate what your need if they have the right levels of staffing. You will be charged at the "additional day rate".

## **My child is about to move into a different age bracket on your fee sheet. When will they change to the different fees?**

For children approaching two, this will happen from the start of the month following their birthday in order to avoid confusion with fees.

After your children turns the age required for funded hours, they will move onto those fees at the beginning of the term. This is when the grant funding can be claimed from Camden Council.

## **Can I get help with nursery and childcare fees?**

If the childcare is provided by a registered and 'approved childcare' provider, you can get help with paying the fees. There are various schemes, including Tax-Free Childcare, Universal Credit, 15 hours funded childcare and working parent 30 hours funded childcare that could save you thousands.

Please visit:

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

## **I've heard that you can get 15 and 30 hours of funded childcare. Can I get this at CCN?**

Yes, you can.

**15 Hours:** Under 2-year-olds Working Parent Offer from 1<sup>st</sup> September 2024. You **MUST** apply for this on the government site

2-year-olds Working Parent Offer 1<sup>st</sup> of April. You **MUST** apply for this on the government site 2024

3 years olds - Standard Universal offer. All 3-year-olds are eligible this, you **DO NOT** need to apply.

You actually are entitled to 15 hours free/funded childcare for 38 weeks of the year (570 hours in total), from the term after your child's birthday.

Because we are open for longer than this, your free hours are spread equally across the year. 570 hours divided into 50 weeks is 11.4 hours per week.

At CCN if you would like a fully funded place you will be offered 12 hours per week as either: three separate 4-hour sessions (8am – 12noon or 1pm to 5pm); or one full day of 8hrs (9.00am – 5.00pm) and one 4 hour session (8am – 12noon or 1pm to 5pm).

If you would like additional days, the minimum is 2 days going up to 5 days. We only offer half days to fully funded places.

The Fee sheet shows the monthly fee for additional days.

**30 Hours:** The 30 hour funding for 3&4 year olds (and 2 year olds and under from the 1<sup>st</sup> September 2025) is called the Extended Offer (EO) and is aimed to support working parents. You **MUST** apply for this on the government site:

[www.childcarechoices.co.uk](http://www.childcarechoices.co.uk)

If your application is successful you are entitled to 30 hours free/funded childcare for 38 weeks of the year (1140 hours in total), from the term after your child's 3<sup>rd</sup> birthday.

Because we are not term time and open for longer than this, your funded hours are spread equally across the year. 1140 hours divided into 50 weeks is 22.8. hours per week.

At CCN if you would like a fully funded place you will be offered 24 hours per week as two full days 8.00am – 6.00pm and one am 8.00am – 12.00pm or pm 1.00pm – 5.00pm.

If you would like additional days, the minimum is 3 days going up to 5 days.

The Fee sheet shows the monthly fee for additional days.

**I've heard that disadvantaged/low/no income families with two- and three-year-olds can get free/funded childcare hours. Can I get this at CCN?**

Yes, we are registered for these schemes.

**15 Hours - 2-Year-Old Scheme (2YOS)** Please see the Camden Funding website for details.  
**30 Hours for 3-Year-Olds Extended Camden Offer (ECO)** This scheme is only available to Camden residents who are not able to access the 30-hour Extended Offer (EO)

For both schemes you **MUST** apply to LB Camden, please follow the link below to apply.

<https://www.camden.gov.uk/free-early-education-childcare>

You will have to bring in your letter of confirmation from Camden or your Local Borough before we can offer you a place.

The sessions for free/fully funded places are as above. 2YOS is the same as the SUO 15 hours and the ECO is the same as the EO 30 hours.

**I've got twins. Can I get a discount if they both come to the nursery?**

Yes. You will be charged the full fee for one twin. For the other you will receive a 10% discount. This discount would also apply if you had triplets attending.

**Siblings - Can I get a discount if they both come to the nursery?**

Yes. You will be charged the full fee for the younger child. The older child will be eligible for a 10% discount on their fees.