



## Charging Policy

This policy is in place to display all charges and rationale for charges that parents, and carers may face. This is in line with our price list and admissions procedure. Price lists will be published every September, at the start of the academic year.

Prices are dependent on your child's age group and are calculated pro-rata. Siblings are offered a 10% discount.

### Registration Fee: £30.00

All places (with the exemption of fully funded places – both 15 hour and 30 hour) will encounter a registration fee. This is non-refundable even if the child does not take up the place.

**2 week Holding Deposit:** All places (with the exemption of fully funded places – both 15 hour and 30 hour) will need a 2-week holding deposit of nursery fees.

This can be used towards the child's last 2 weeks of nursery provision, or refunded at the end of your child's time at nursery if your account is up to date.

**Payment of Fees:** Childcare fees are expected to be paid 1 month in advance. These are calculated pro-rata and the first payment will be taken when your child begins at the nursery. Payments can be made by standing order, tax free childcare account, childcare vouchers and Bank Transfer.

Fees are paid for the childcare place and not for the attendance. If, for example, your child is unwell and does not attend the nursery, the nursery fees are still to be paid. This is inclusive of Bank Holidays and nursery closures. If you take your child, for example, on holiday for 2 weeks, Creative Stars expect nursery fees to be paid during this time as you pay for the place and not the attendance.

**Late Fees:** If you fall behind with payments, you will be charged a fine of £10 per day. This will, initially, be taken from your child's holding deposit. If payment has not been made within a week, you will be issued with a warning letter. Please speak to the Managing Director before this point.

We may be able to hold your child's place, but this is at the Managing Directors discretion.

If you do not discuss any problems, you are facing and fall behind with your fees, your child's place will be offered to another child on the waiting list.

**Arriving late to collect your child:** You will incur a £5 charge for every 5 minutes you are late collecting your child. If we do not have contact with the parent or carer, we will contact those listed on the emergency contact list to collect the child.

**Use of milk/wipes/nappies** Please ensure your child is well stocked with nappies, wipes and formula (if your child still uses these items). The nursery will have extra milk and nappies/wipes available but will charge parents if their child persistently attends nursery without necessary items.

## Funded Childcare

**15 Hour Funding:** 3 and 4 year-olds are entitled to 15 hours of funded childcare for 38 weeks a year. Some 2-year-olds are also eligible. We offer a limited number of 15 hour funded places at Creative Stars. If your child is ONLY using the funded childcare entitlement, they will not need to pay the deposit or the registration fee. If, however, you are using the free entitlement to subsidise your fees, you will still need to pay the deposit and the registration fee.



**30 Hour Funding:** Creative Stars offer the 30 hour funding available for 38 weeks of the year for children from the term after they turn 9 months. Parents will need to apply for the funding and update information as and when necessary, to ensure funding remains in place. Personal parental data will need to be shared to process the funding and it is the parents' responsibility to keep their code validated.

All fees are calculated pro rata and parents will receive an annual childcare costs breakdown in the 2 week summer closure before nursery opens in September.

**Childcare Vouchers and Tax-Free Childcare Accounts:** Childcare vouchers are widely accepted. Vouchers include Eden Red, ComputerShare and KiddieVouchers. If your employer uses a different company, please let us know and we can sign up as necessary to your provider's scheme. We also accept payments from the tax-free childcare service – if using this means of payment, please ensure you let us know the reference number linked to your payment.

**Leaving Creative Stars:** When leaving Creative Stars, you will need to give at least one month's notice. At this point, your last invoice will be calculated, removing any debts and/or arrears from your holding deposit. After arrears have been cleared, the holding deposit is returned to the parents or used towards your last payment of fees.

**Repeat Damaging of Resources and Equipment:** If your child repeatedly damages resources and/ or equipment, you will be asked to either replace the item or pay for the replacement of the damaged goods. This will be charged at cost price. This does not include general wear and tear or accidental damage.

**This policy was reviewed on: 29.07.26**

**Date of next review: 29.07.27**