

Poppies Fees/ Charging policy.

All fees are payable either weekly (cash only) or four weekly in advance as agreed on the contract. Fees may be paid by bank transfer, cheque or cash. Voucher schemes from parents places of work may be used to pay fees or parents may use the new government scheme Tax Free Childcare details available on <https://childcare-support.tax.service.gov.uk/>

The government has created a new user friendly website [Childcare Choices](#) so parents can see what financial help they are entitled to.

All families are entitled to the universal offer of 15 hours free childcare for their 3 and 4 year olds (from term after their third birthday for 38 wks a year).

Working parents of 3 and 4 year olds can access 30 hours free childcare if they meet certain criteria (from the term after their third birthday for 38 wks a year)

For further information and check eligibility visit: www.norfolk.gov.uk/30hours
Parents need to apply for their eligibility code from:

<https://childcare-support.tax.service.gov.uk/par/app/applynow>

Fees are subject to change with at least one month's notice.

Parents can choose from a term time only contract or an all year contract:

Term time contract:

- 38 weeks a year - dates set around local state school terms
- Holidays are not permitted unless a term's notice is given so funding is not claimed

All year contract:

- 50 weeks a year (closed between Christmas and New Year)
- All absences will be charged full fee unless they are for a 7 day period or more AND four week's notice has been given On a holiday form. If these conditions are met then half fee will be charged.
- Individuals may vary their contracted hours during school holiday periods with 4 weeks notice in writing

All government funded hours can be accessed between 8.30 am and 4 pm.
Any hours required between 7.30 and 8.30 am and 4pm - 6pm will be charged appropriate hourly rates for the child's age group.

We do encourage anyone who has any difficulties meeting their obligations to discuss this with us.

Children who arrive more than five minutes earlier than their contracted time or are collected more than five minutes later than their contract time, without prior agreement, will have a charge of £5 per half hour added to their bill.