

Fees / Payments

Service Provider: Mrs Emma Taylor

Service name: Emma's Explorers Out-of-School Service

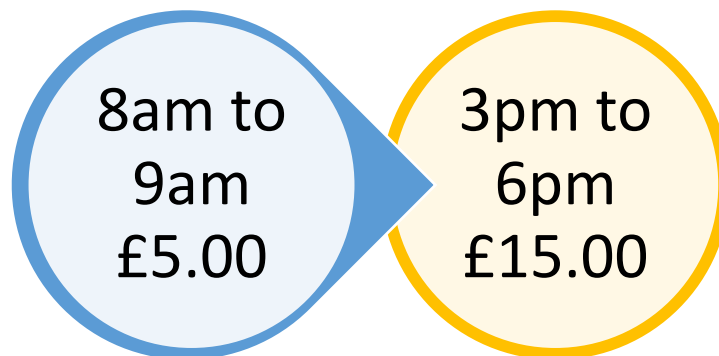
After the necessary discussions have taken place parents/carers who use the service will be expected to enter into a contract. A complete breakdown of

- Hours
- Days
- Fees
- Payments

will be discussed and documented in the contract. If there are any changes required to hours or days, please discuss these with me and we can amend the contract as necessary. Should you require any additional care out with your contracted hours (Adhoc Care), there is a **£1.50** charge per session. Any adhoc sessions booked less than 5 working days in advance can be paid on the day by card or bank transfer

Please read the following points, if you have any questions, I would be happy to discuss these with you at a convenient time:

Hourly Rates



Minimum care requirement

- Afterschool care - a minimum of 3 days is preferred. Flat fee of £15 whether 1/2/3 hours are used.
- Before school care - a minimum of 3 days is preferred.
- Day care minimum of 2 days, hours may be negotiated.

Emma's Explorers

Date: 05 2025

Review Date: 05 2026

Payments

Contracted hours are to be paid in full monthly in advance. Fees are to be paid on or by the 1st of each month.

If payment has to be refunded due to unforeseen circumstances then a refund will be made or parents can choose to carry fees forward to next month.

Childcare vouchers may be accepted, any childcare vouchers must be paid 3-5 working days before the first of each month and take into consideration weekends and bank holidays.

The 4 full care weeks notice period must be paid in full when notice is given by parent/carer. Notice period is paid regardless if the child is attending the setting or not

Securing placement

- ***When hours are held in advance to secure a place, a retainer of a week's contracted hours will be required to be paid per month in order to secure the place. This retainer is NON REFUNDABLE.***

Cancellation of hours

- 1. Extra hours which are booked over and above contract hours will require 48 hours notice of cancellation. Failure to give 48 hours notice will result in the extra hours being charged at full rates.**
- 2. Contract hours cannot be owed for another day or carried forward into the following week. Contract care hours will be charged for, regardless if parent/s cancel care at the last minute.**

Extra Hours

- 1. Where extra hours are required over and above contract hours are they will be clearly stated on your personal invoice.**
- 2. Extra hours will be charged as stated hourly/session rates.**

Late fee

- If a parent is more than 15 minutes late picking up a child without any communication or a reasonable explanation we will charge for the full extra hour. If lateness persists, we would request a meeting with the parent(s) to resolve the situation or increase contract hours.**
- A late payment fee of £10 per day will be applied if parent/carer fails to pay invoice on time. We reserve the right to review the contact due to continual late payment, this may result in termination of the contract with immediate effect.**