

CALA Day-care Fees Policy

Care and Learning Alliance (CALA) is committed to working together with parents to provide high quality affordable early learning and childcare (ELC). In order to sustain high quality provision and help us staff our centres to meet your children's needs we need to ensure that policy around payment of fees is fair, clear and effective.

Opening dates, times and charges

- Day-care sessions run from: 8.00am – 12.45pm and/ or 12.45pm – 5.30pm @ £22.00 per session, £40.00 per day or £190.00 per full week.
- Children will normally be eligible for ELC funding from the start of the term after their third birthday. Eligible two year olds will receive information about their funded place from the Highland Council Childcare Family Resource Coordinator team. If you wish further information about eligibility please contact the Family Resource Coordinator on 01463 702740.
- Children who are eligible for funded ELC sessions will be allocated a place as agreed with parents/manager for the site depending on availability of spaces.
- Funded sessions do not operate on Highland Council school in-service days (see HC website for exact dates each year). You may choose to book your child into day-care on these dates for which normal fee rates will apply.
- Additional hourly rate may be provided at £7.50 per hour per child.

All children should be collected at the agreed collection time. It is very important for our staff-child ratios that children are picked up by the time agreed. If attendance extends **within 15 minutes** over the arranged hours, £10 will be charged per 15 minutes.

Should you wish to alter your child's hours of attendance, or intend to leave the centre, please let us know 2 weeks in advance, in writing, to help us plan accordingly. Shorter notice periods may mean that you will have to pay for your normal level of service.

The centre will be closed over the Christmas period and on Good Friday Easter Monday and May Day bank holiday – exact dates of closures will be notified to parents in advance.

For fee paying places you will also be able to choose when to take up to 4 weeks per year when your child will be on holiday and for which you will not be charged fees. Please let the centre manager know your holiday dates as soon as possible and at least 2 weeks in advance of the leave date in writing.

Absence

If your child is unable to attend the centre, for any reason, the full normal payment will be due. In the unfortunate circumstance that your child is hospitalised this fee will normally be waived for the days that the child is an inpatient.

Making a payment

You will receive an invoice during the last week of the current month which should be paid by the 1st of the next month. You may pay by bacs, card & tax free childcare. To make payment by card please contact our Cashier on 01667 455696 between 10am – 2pm Monday to Friday.

CALA Bank details are as follows:

Account number: 10090590

Sort Code: 832310

Please reference the payment with the **Centre's name and your child's name.**

If you wish to query your bill please contact:.....

Overdue payments

If for any reason you are unable to pay your fees on time please speak to the centre manager as soon as possible so that we can work together to find an appropriate solution.

- Should the invoice remain unpaid within 7 days of issue this will result in your child being denied access to all CALA childcare services.

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Child's name:.....

Date of birth:.....

Start Date:

Day(s) of attendance	AM session	PM session
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

I have read and agree with the conditions noted within this policy.

Signature of Parent/Carer:

Date: