



# Payments and General terms and conditions

## Fee Structure

Our fees are based on your child's age and session length. All sessions include breakfast, healthy snacks, drinks, and a wide range of learning experiences.

Age	Cost Per Hour	Cost for ½ Day	Cost for full day
Babies 0-2	£7.50	£37.50	£75
Toddlers 2-3	£7.00	£35	£70
Preschool 3+	£6.50	£32.50	£65

These fees are valid up until April 2026.

Note fees are subjected to change on an annual basis and will consider inflation.

### Included in your fees:

- Breakfast (served during morning sessions)
- Healthy snacks (morning and afternoon)
- Milk and drinks
- High-quality play resources and educational activities

Please note:

We do not currently offer a lunch or cooked meal service.



Families are kindly asked to provide a packed lunch for children attending morning sessions and a packed tea for children attending afternoon sessions.

## Payment Schedule

Invoices are sent monthly in advance and payments are due by the 1st of each month.

- Invoices are sent digitally to your email address.
- Payment must be made by the 1st of the prior month to secure your child's place for the upcoming month.

**For example**, your invoice for September bookings will be sent to you at least a week before the start of August, and payment will be due by 1st August.

This system allows us to plan staffing and resources effectively, ensuring the best care for your child.

If you have any questions about payments or invoices, please don't hesitate to contact us — we are always happy to help.

We accept bank transfers, Tax-Free Childcare, and childcare vouchers.

Any additional sessions will be added to your monthly invoice

Late payments may be subject to a fee.

Non payment may result in your place being withdrawn.

## Cancellation

If your plans change and you wish to leave us, you'll need to provide one full month's notice.

**For example**, if you wanted to leave at the end of December, you would need to tell us in November before your invoice for January is due. If you told us in December, we would expect you to fulfil any funded or paid for fees for December and January in this example.



### **Permanent withdrawal of service**

We retain the right to permanently withdraw our services to you with one full month's notice without reason. You will still need to pay all monies due as per our payment terms during this notice up until the end date.

We retain the right to permanently withdraw our services to you with immediate notice if;

- For non payment beyond 30 days of payment due date
- If your behaviour in our opinion is ever abusive, threatening or endangering to our setting, staff or other customers
- If we need to do so to protect the safety or well being of our staff or customers
- If any material unforeseen circumstances impact our ability to operate to a required level to provide our service to you in the long term. Including pandemics, natural disasters or wars

Depending on the circumstances of the withdrawal we have the right to retain any monies paid to date that cover services received to date. We will not charge for any services beyond this date, and will return any monies you have personally paid for services we will no longer provide.

### **Temporary withdrawal of service**

We retain the right to temporarily withdraw our service to you should we be unable to provide the service due to unforeseen legal or safety reasons. Such as multiple sickness across our staff, issues with the safety of the building and its services, travel disruptions, or any local, national or international issues.

In these cases any money you have paid personally will be refunded within the next possible invoice cycle.

### **Settling in to our nursery**



Puddle Ducks Nursery  
Salehurst

Our standard practice is to offer a few shorter free of charge settling in sessions prior to starting with our agreed schedule of sessions.

In some cases children may take longer to settle than others. In these cases we have a range of techniques to try and help the situation, while we might suggest a more gradual settling in period. This might mean it takes longer to reach the full and agreed schedule. Although these decisions will be in collaboration with you, we retain the right to make the final decision based on our professional opinions and the well-being of the child, our staff and other customers.

If circumstances occur where we have exhausted all techniques and we don't feel there is any progress we retain the right to recommend you seek a different provider or delay your start with our nursery. In these situations we retain the right to permanently withdraw our service, and will consider what level of notice period is appropriate for the circumstances.