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1. Registration & Deposit

Parents/Carers must complete a Registration Form, which will form an agreement between the Kindergarten and Parent/Carer in respect of nursery policies.

Upon registration, a deposit, equivalent to two weeks fees will be required to secure a nursery place. The deposit will be held on account until the child leaves the nursery and the account is settled in full. Thereafter, the deposit will be refunded.

Future Dated Sessions – Deposits: If a Family/Carer decides not to take up the agreed sessions but a deposit has been paid, the Family/Carer must give the setting 2 month's written notice to cancel their child's place. The deposit will then be refunded in full.

Upon registration, an invoice will be sent with a deposit request and fees for the month in which the child is due to join. Payment is due before the commencement of sessions.

2. Fees

Fees are invoiced one month in advance (the second week of the month) and must be paid by 1st of the following month. Late payment will incur an admin fee of 10% of fees or £15 whichever is the greater.

Fees should be paid by bank transfer:
Lavender Hall Kindergarten
Lloyds Bank plc, Sort Code: 30 94 55
Account No: 02131960.

A 5% discount is offered to full time children.

Unfortunately, due to numbers and staff ratios, we are unable to swap sessions once booked. One month's notice is required to change a permanent session.

Extra sessions can be arranged, however, once booked they cannot be swapped or cancelled.

Fees are reviewed annually, any increases are notified to parents in the autumn term. Increases take effect the following spring term – from 1st January.

3. Vouchers

We accept a number of Childcare Voucher – please contact the office, if you require account numbers or further information.

Please ensure that voucher payments are arranged in advance and clear in good time for 1st of month. Vouchers can take up to 5 days to reach us.

We do not accept Nursery Workplace Schemes.

4. Funding

The setting accepts 2 year old funding, subject to availability and proof of eligibility. Please note that these sessions do not include meals. Packed food may be sent in, or nursery meals may be added at the following costs: Breakfast & AM Snack £2.30, Lunch £3.90 and PM Snack & Tea £3.30.

Universal Early Education Grant Funding is available for all children the term after their 3rd birthday. Each child has an entitlement of 15 hours per week, 38 weeks per year, free of charge. An additional 15 hours of funding is available subject to eligibility (30 hours Childcare). Please visit www.childcarechoices.gov.uk, to check eligibility, or contact the office for assistance. Please note that funded sessions do not attract holiday allowance. Funding is lost if holiday is taken on a funded session.

All funded sessions are offered in line with the flexible arrangements as specified by the Government. When you register your child with Lavender Hall, we will discuss your needs for funded sessions, and, as far as possible with availability and staffing arrangements, we will accommodate your wishes. Stretched funding must be agreed in writing with the nursery and parent/carer.

Lavender Hall charge for meals (when a child attends a funded session) unless a packed meal is provided. 2024 Prices: Breakfast & AM Snack £2.30, Lunch £3.90 and PM Snack & Tea £3.30.

For ease of invoicing, meals must be added for a whole term or packed meals must be sent in for the whole term.

5. Recovery of unpaid fees

In the first instance, please contact the office, if you are experiencing financial difficulty or if there will be a delay in payment of your fees.

If an invoice is unpaid on 1st of the month, a reminder will be sent by email. The parent/carer will also be contacted by telephone, if the fees remain outstanding.

If after 7 days of the date of the invoice, the fees are in arrears, the nursery has the right to suspend the child's place, until such arrears have been paid in full. If after a further 14 days, payment has not been received, then the registration will be cancelled which will include the 4 weeks' notice period.

Debt collection proceedings will commence to recover all monies owing, starting with our Finance Department and may include the use of an external debt collection agency and/or legal action, if required.

6. Attendance Patterns

Lavender Hall offer Term Time only attendance (38 weeks) or 52 week attendance.

7. Bank Holidays and Christmas/New Year Hours

All Bank Holidays are refunded at 100%.

The nursery closes at 4pm on the last working days before Christmas and New Year.

8. Child Sickness Absence

Fees are payable for all missed sessions including sessions missed through child illness.

If a child has attended hospital, been seen by an emergency doctor or any other out of hours medical professional, then they must remain at home for at least 24 hours to be monitored. They may return to nursery when they are well enough. Fees are payable during such absence.

9. Late Collection

Late collection of children, past their pick up time will incur a charge of:

£15 1-15 minutes of lateness

£30 16-30 minutes of lateness

31 minutes and longer will be charged at our discretion

10. Snow Days/Unexpected Closure

Fees are payable if the nursery has to close due to circumstances beyond our control, such as extreme weather conditions, power cuts or heating failure etc.

The nursery will close at the Principal's discretion.

11. Notice Period

Upon leaving the nursery, eight weeks written notice is required to cancel the nursery agreement. All fees are payable during the notice period. If you leave before the notice period ends, you will still be liable for any outstanding fees up to your agreed leaving date.