



# Charging Policy

**Setting:** Glebe House Nursery, 2 Cromer Road, Hunstanton, Norfolk, PE36 6HW

**Ofsted URN:** EY298976

**Company:** Glebe House School Trust Limited

**Company Number:** 02736338

**Charity Commission Registration Number:** 1018815

**Local Authority:** Norfolk County Council

**Policy Version:** 2026.02

**Effective From:** 01/09/2026

**Review Date:** 01/09/2027

## 1. Purpose of this Policy

This policy explains how **Glebe House Nursery** charges for childcare and early education. It sets out:

- How government funded early education and childcare places are delivered.
- What parents/carers will and will not be charged for.
- What optional extras may be offered.
- How fees, invoices, payments, deposits, refunds and arrears are managed.

This policy applies to all parents/carers using the Nursery.

The Nursery operates in line with:

- The Early Years Foundation Stage (EYFS).
- The Department for Education statutory guidance on early education and childcare.
- Norfolk County Council local funding requirements.

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## 2. Government Funded Early Education and Childcare

### 2.1 Annual Entitlement

Eligible children can receive Government funded early education and childcare hours each year.

The **Maximum Funded Hours** are:

- **15 funded hours per week** (Universal entitlement).
- Or **30 funded hours per week** (Extended entitlement, if eligible).

## 2.2 Two options to take the funded hours

In line with local authority rules, the total number of funded hours a child is entitled to each year is fixed - what changes is **how those hours are distributed across the year**.

Parents can choose how the funded hours are taken:

- Option A: **State Term-Time** (across **38 weeks** of the year).
- Option B: **Stretched Offer** (across **47 weeks** of the year).

### Option A: State Term-Time (across 38 weeks of the year)

- This option uses the **maximum funded hours available** in a funding year.
- The **full 570 or 1,140 hours** can be used within the State school year.
- No funded hours in school holidays.

The **maximum annual totals** are:

Funding Entitlement	Funded hours per week	Funded weeks per year	Funded hours per year
Universal	15	38	570
Extended	30	38	1,140

### Option B: Stretched Offer (across 47 weeks of the year)

- This option spreads the total annual funded hours out across more weeks, instead of stopping in school holidays.
- Stretched funded hours must be taken as whole hours each week - they cannot be split into fractions, and the same number of hours must be taken every week.
- Families receive fewer funded hours per week, but across more weeks of the year
- By stretching the entitlement across **47 weeks**, it delivers the **highest total number of stretched funded hours possible** across the year.

The **highest stretched annual totals** are:

Funding Entitlement	Funded hours per week	Funded weeks per year	Funded hours per year
Universal	12	47	564
Extended	24	47	1,128

### **2.3 Completely Free at the Point of Delivery**

Funded hours are provided **free of charge**.

We do **not**:

- Charge “top-up” fees for funded hours.
- Require parents/carers to buy additional hours as a condition of accessing funded hours.
- Charge registration or administration fees as a condition of taking a **funded-only place**.

Invoices will always show funded hours separately at **£0.00**.

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### **3. What we Cannot Charge for during funded hours**

For the funded part of a child’s place we will not charge for:

- Core staffing and running costs.
- Rent, utilities, insurance or training.
- Resources and equipment needed to deliver the EYFS.
- Standard educational activities.

These are covered by the government funding we receive.

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### **4. How Funded Hours Are Delivered at Our Nursery**

The Nursery is open 5 days per week, Monday to Friday, for a total of 47 weeks of the year. It is closed for 2 weeks at Christmas, the first 3 weeks in August, and the Easter and May Bank Holidays.

Parents/carers can take the annual funded early education and childcare hours from the following choice of sessions:

- Morning Session (8am - 2pm) = 6 hours
- Afternoon Session (2pm - 5pm) = 3 hours

Funded hours may be taken as part of longer paid sessions.

Parents/carers are not required to purchase additional non-funded hours, but may choose to do so.

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## 5. Chargeable sessions are available at an extra cost

### 5.1 Sessions for Additional Non-Funded Hours

The Nursery is open 5 days per week, Monday to Friday, for a total of 47 weeks of the year. It is closed for 2 weeks at Christmas, the first 3 weeks in August, and the Easter and May Bank Holidays.

Parents/carers can purchase additional non-funded hours from the following choice of sessions:

- Morning Session (8am - 2pm) = 6 hours
- Afternoon Session (2pm - 5pm) = 3 hours
- Late Session (5pm - 6pm) = 1 hour

### 5.2 Charges for Additional Non-Funded Hours

Any hours taken above a child's funded entitlement are charged at our non-funded rate:

- Under 2 year olds: **£13.00 per hour**
- 2 year olds: **£12.00 per hour**
- 3 and 4 year olds: **£11.00 per hour**

If a child is collected after the contracted finish time, a **Late Collection Fee** will be charged at **£20 per 15 minutes** or part thereof. This fee will be invoiced and is payable immediately.

These additional non-funded hours are optional and will be clearly separated from funded hours on invoices.

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## 6. Minimum Sessions

A minimum of **TWO Morning or Afternoon sessions per week** must be booked **across at least TWO days**.

This applies to both **Funded** and **Non-Funded** sessions.

The requirement for these minimum sessions is in place to support the child's wellbeing and progress.

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## 7. Optional Extras (Voluntary Charges)

We may offer additional items or services that parents/carers can choose to buy. These are **entirely optional**.

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Parents/carers can opt out of any of these and still access their funded place.

## 7.1 Meals and Snacks

We offer Nursery-provided food to all children at the following rates:

- Lunch including morning snack: **£5.00**
- Tea including afternoon snack: **£5.00**

Children in receipt of funded hours, may provide their own food instead at no charge:

- A packed lunch or tea **must** be in line with **The Nursery Food Policy**, in date and kept in named cool containers to keep food safe.
- If your child is in attendance and you have provided food that is not in date or not kept cool for the safety of your child, you will be charged the above rates.

## 7.2 Non-Food Consumables

Optional non-food consumable charges will cover the provision of items such as:

- Nappies, baby wipes, nappy cream.
- Sunscreen.

If the above items are not provided by parents/carers following discussion with managers, these will be charged at the rate of:

- Non-Food Consumables Charge: **£2.00 per day**

Parents/carers may supply their own items instead.

## 7.3 Optional Activities and Experiences

From time to time we may offer optional extras such as:

- Trips or outings.
- Special visitors or workshops.
- Celebrations or themed events.

These will always be charged separately and require parental consent.

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## 8. Registration Fees and Deposits

### 8.1 Registration Fee

No registration fee is charged for either funded or non-funded (privately paid) places.

## 8.2 Deposits

No deposit is required for either funded or non-funded (privately paid) places.

## 9. Invoicing and Payment Terms

### 9.1 Invoicing

All invoices will clearly show, where applicable, the following details:

1. Funded hours (at £0.00)
2. Charges for Additional Non-Funded hours
3. Optional extras (meals and snacks, non-food consumables, activities)
4. Penalties

Invoices for regular monthly bookings will be issued monthly in advance and sent by email, two weeks prior to the commencement of services.

Additional ad hoc sessions, supplementary charges, and any applicable penalties, will be invoiced at the time they are incurred.

### 9.2 Payment Terms

- All monthly fees must be paid in advance, no later than the last working day of the month before services begin.
- Payment for any additional ad-hoc sessions must be made in advance of the session taking place.
- Any additional supplementary charges and penalties are payable immediately upon receipt of invoice.
- Accepted payment methods:
  - Monthly Direct Debit
  - Bank Transfer
  - Tax-Free Childcare
  - Childcare Vouchers (where applicable)

If payment is more than 7 days late, we will:

- Charge a **Monthly Late Payment Chasing Fee** of **£30.00** in respect of any overdue sums
- Follow our **Late Payment and Debt Recovery** schedule, and all associated costs will be recoverable from the Debtor.

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## 10. Absence and Closures

### 10.1 Child Absence

- If your child is absent from the Nursery or cannot attend due to illness, no refund will be given for non-funded sessions.
- Funded hours cannot usually be refunded if a child is absent.

- Optional extras (e.g. meals) may be credited at the Nursery's discretion if sufficient notice is given.

## 10.2 Nursery Closures

- Non-Funded sessions will be charged in the event of any unplanned Nursery Closure i.e. extreme weather conditions. Funded sessions cannot be transferred to other days.
  - If the Nursery closes earlier than expected and paid hours cannot be delivered, a credit or refund will be issued for the paid portion of the session.
  - Funded hours will be claimed in line with local authority rules.
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## 11. Changes and Notice Periods

Parents/carers must give **TWO full calendar month's written notice** to:

- End their child's place

Parents/carers must give **ONE full calendar month's written notice** to:

- Reduce or change their child's sessions
- Additional sessions may be permitted, subject to available places

If insufficient notice is given, fees for non-funded, privately paid hours will still be charged for the notice period.

All parents and carers will be notified of any **Increase in Fees** in the term preceding the date on which the increase takes effect.

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## 12. Holidays

### 12.1 Holidays for those attending all year

- Absence from Nursery for family holidays will require **TWO full calendar month's written notice**.
- A maximum of two weeks pro rata of attendance in any one calendar year may be taken without charge.
- Thereafter, the place will be charged at the full rate.
- No charge will be made for sessions when the Nursery is closed on Bank Holidays.

### 12.2 Holidays for those attending by term

- For Non funded and funded children, there is no refund or reduction for holidays taken during the Nursery term time and we request **TWO full calendar months' written notice**.
- No charge will be made for sessions when the Nursery is closed on Bank Holidays.

## 13. Financial Support for Parents/Carers

Parents/Carers may be able to use:

- Tax-Free Childcare
- Universal Credit childcare element
- Other Government childcare schemes

These can be used towards paid hours and optional extras but are not required to access funded hours.

More information is available on the following websites or by speaking with the Nursery Manager:

- [Best Start in Life](#)
  - [Tax-Free Childcare](#)
  - [Childcare Calculator](#)
  - [Universal Credit and Childcare](#)
  - [Universal Credit Childcare Costs](#)
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## 14. Late Payment and Debt Recovery

### 14.1 Late Payment and Debt Recovery Schedule

The following schedule will be followed if fees remain unpaid:

Stage	Timeframe	Action
Preventive	1–5 days before due	Friendly reminder
Early Overdue	1–7 days overdue	Polite reminder
Pre-Action	14–30 days overdue	Send Letter of Claim (30-day response period)
Legal Action	After 30 days	Issue Court Claim
Enforcement	Post-CCJ	Enforcement options

- We will always aim to work with families to find a fair solution.
- We reserve the right to suspend a child's non-funded place until payment is received in full, with full fees still being charged.
- Persistent or continuous non-payment of non-funded fees will result in the loss of a child's non funded sessions.
- Funded hours will not be withdrawn if an invoice remains unpaid; however, any outstanding debts will still be pursued.

### 14.2 Late Payment and Debt Recovery Costs

- If payment is more than 7 days late, we will charge a **Monthly Late Payment Chasing Fee** in respect of any overdue sums.
- In cases of persistent non-payment and where legal action is taken, interest will be charged on the outstanding balance at a rate of 8% per annum above the Bank of England base rate, together with all administrative and legal costs incurred in recovering the unpaid sums.
- Such charges shall be recoverable by legal action if necessary.

- The Debtor shall be liable for all costs, expenses, and expenditure incurred by the Glebe House School Trust Limited in connection with the recovery of any overdue amounts, including (without limitation) full debt collection costs and legal fees arising from enforcement of this Agreement following any default by the Debtor. These costs shall be added to the outstanding debt and shall be due and payable immediately upon demand.
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## **15. Complaints About Charges**

If you have concerns about any charge, please speak to the Nursery Manager in the first instance.

If unresolved, you may contact:

- Bursar, Head/CEO or Governing Body for the Nursery
  - Norfolk County Council Early Years Funding Team
  - Or seek independent advice (e.g. Citizens Advice)
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## **16. Policy Review**

This policy is reviewed at least annually and whenever funding rules change.

Parents/carers will be notified in writing of any significant changes.

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## **Declaration**

This Charging Policy ensures that funded early education and childcare is delivered free at the point of use, with any additional charges being voluntary, transparent and clearly itemised.

## **Parent/Carer Acknowledgement & Agreement**

I/We confirm that I/we have read and understood the Charging Policy of Glebe House Nursery.

I/We agree to abide by the terms outlined within this policy and understand my/our responsibilities regarding payments and charges.

I/We acknowledge that failure to meet agreed payment obligations for voluntary or additional services may result in the withdrawal of those services or activities, as detailed within this policy.

## Signature Page

### Charging Policy for Glebe House Nursery

#### Child's Details

Child's Full Name: \_\_\_\_\_

Child's Date of Birth: \_\_\_\_\_

#### Parent/Carer 1 Details

Parent/Carer Name 1 (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### Parent/Carer 2 Details

Parent/Carer Name 2 (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### Nursery Representative

Position: Nursery Manager

Signature: \_\_\_\_\_

Date: \_\_\_\_\_