

## Fees, Billing and Debt – Twixus Policies on Managing your Payments and Account.



### Our contract with you states -

- **All monthly charges MUST be cleared by 10<sup>th</sup> of each month.**
- Twixus calculates the session fee rate from 1<sup>st</sup> April to 31<sup>st</sup> March each year.
- Fees increase by 5% on 1st April of each year.
- Debt/Arrears are not acceptable. As a small business we cannot cover any debt or late payments. You must pay on time so that we can cover our (ever increasing) overheads.
- Twixus reserves the right to refuse service to families that do not settle by the 10<sup>th</sup> of the month and will pursue outstanding debts via legal means.
- Twixus relies on parents to pay on time and to not expect us to provide any service that cannot be paid for.
- No refunds will be given for sickness or holidays during operational times.
- Day Swapping is not possible. (see office for permanent changes).
- **Children should not attend any sessions or order any food that cannot be paid for on time!**

### Children with NO FUNDING

Your Fees will be calculated as = **The daily rate for agreed sessions (X) The number of days in the month.**

Term dates for attendance are shaded in BLUE on our 'Yearly Term Time Calendar'.

Fee tables can be request at any time via the main office.

### Children with 15 to 30 HOURS FUNDING also participating in Extended Childcare Sessions.

Any fees/charges are based on the number of days attended in the month after the value of the funded hours are used up. Funding is designed to cover the Early Years Education of the child. The government has stipulated that Funding is not allocated to cover food, drinks and consumables (like crafts materials and hygiene products). All children attending for more than the funded are charged additional fees for hours and consumables **which will make up the difference** between the grant paid to us and our normal nursery fees. Extended childcare sessions take into the account our business margins to remain operational and cover all food, drinks and consumables. Parents choosing to use extended childcare sessions are contractually obliged to pay all fees/charges on time, as agreed. No debt will be excepted and your child's place will be deregistered until all accounts are settled. 'Fees' will be different for each child depending on funded hours claimed. 'Fees' will also alter in accordance to the number of attendance days per week. Your child's funded hours are stretched over the whole term. This means that your child will attend through the school holiday as long as Twixus is open (refer to our yearly term time dates).

Term dates for attendance are shaded in **BLUE** on our 'Yearly Term Time Calendar'. (approx. 45 weeks per year)

### Children with 15 to 30 HOUR FUNDING (From 2 years – Depending on eligibility).

**15 hours (ONLY) funding is for 38 weeks a year only during published term time dates.** This means that your child can only attend during term times and not through the school holiday unless extra (chargeable) sessions are booked (refer to our yearly term time dates). Your account will be charged for any additional hours/sessions booked or any food/extras provided after the funding has been allocated. 'Fees' will different for each child depending on attendance and extras purchased. 'Fees' will also alter in accordance to the funded hours available and the number of attendance days that term. Sessions timings are **9.15am - 2.15pm (SF2) OR 9.30am - 2.30pm (PS3)** and your child will attend **three days a week.**

Term dates for attendance are shaded in **GREEN** on our 'Yearly Term Time Calendar'.

### Tax Free Childcare

If you do not get childcare vouchers from your place of work then you will benefit from starting a 'Government Gateway Account'. You should be entitled to £2 towards childcare fees or every £8 you spend. This is in addition to any additional funding schemes (links can be found at the bottom of the Twixus homepage).

### Primary Aged Children

Fees are charged daily for the 'school bus run' for all the days that your child's schools are open. School holiday full day sessions are charged as booked. Holiday Dates are published on the Parents Page of Twixus.co.uk