

Haven Nursery School – Childcare Terms and Conditions, effective 24 November 2025

Fees and Terms & Conditions

Fees and Terms & Conditions will typically be reviewed annually. However, Haven Nursery School reserves the right to review and amend our fee structure and/or Terms and Conditions at any time. At least one calendar month's written notice of any change will be given. Please note, it is likely fees will be reviewed with each introduction of, or change in, Government funded entitlements.

These Terms and Conditions supersede those previously issued and take effect from 1st September 2025. In conjunction with the Governing Body, failure to adhere to these terms and Haven Nursery Schools' policies may result in the withdrawal of your child's place.

By accepting **or continuing to accept** a place for your child, you agree to accept the Terms and Conditions stated above and any future variations (subject to one calendar month's notice being given of any such changes).

Deposit

All Haven Nursery places offered*, will be subject to a refundable deposit being taken to secure the place. This will be the equivalent to one chargeable month's fees plus £50, and will be calculated based on the hours requested. You will be informed of the total deposit amount once the place is offered and this must be paid within 14 days of the placement offer to secure the place. This amount will be deducted from any outstanding invoices which are owed when your child leaves Haven Nursery School. A refund will be made if the deposit is greater than any outstanding charges.

**The only exception to this is for SEN placements who only take up the 15 hours of SEN funding.*

Hours

Haven Nursery School's core hours run from 8:00am to 5:00pm Monday to Friday, 51 weeks of the year. We are closed between Christmas and New Year. We also offer an extended service which consists of an Early Start at 7:45am and an Evening Club which runs from 5:00pm to 6:00pm each day. Early Years Entitlement funded hours can be used between our core hours of 8:00am and 5:00pm. Funded hours will be allocated against the first sessions in the week. All sessions will be subject to availability.

Early Start (Unfunded)	7:45am – 8:00am,
Start Times	8:00am
	9:00am
	1:00pm
Finish Times	12:00pm
	4:00pm
	5:00pm
Evening Club (Unfunded)	5:00pm – 6:00pm,

Please Note – the 1pm finish time will no longer be available from September 2025.

Please view our Charging and Remission Policy which includes our Fee Structure. To view this policy, please click on the following [LINK](#)

Attendance Patterns

Children will have an agreed regular attendance pattern which can only be altered with suitable written notice (see Notice Period) and subject to the availability of places. The alteration of hours can be requested by parents and also amended by Haven Nursery School to support the operational requirements of the Nursery School.

Haven Nursery School solely provides Stretched Offer (51 weeks per year) placements within the Nest and Den for children. This is both for those in receipt of the Working Parent Funded Entitlement and those that are on parent paid placements. A limited number of Term Time Only attendance patterns are available in The Den for children in receipt of Disadvantaged 2-year-old Funding; however, this is subject to agreement by the Headteacher. Within the Hive, we offer a limited number of both Stretched Offer and Term Time Only placements, both of which are subject to availability.

Haven Nursery School requires children to attend a minimum of 2 sessions, over a minimum of 2 separate days.

Working Parent Funding

From September 2025 the Working Parent funding entitlement will increase to 30 hours funding per week, term time only. To enable this funding to be applied, parents must supply us with an Eligibility Code, which can be requested through this [LINK](#). **This code must to be revalidated every 3 months.** If parent(s) fail to revalidate the code when due, funding will be withdrawn and all hours attended will become chargeable hours.

Invoices and Payment

Invoices are raised on the first day of each month for the current month and are due for payment within **14 days** of the date of the invoice. The monthly invoice will include all charges for that period together with any additional charges incurred during the previous month, e.g. additional hours, meals etc. If your child starts part way through the month you will be issued with an invoice for all days attended during the first month, the same payment terms apply.

From September 2025 we are moving our invoicing away from Hampshire County Council. All invoices will now be raised in the Famly App which all parents have access to. Invoices will be automatically emailed to each parent on the issue date and parents will be able to view their invoices, payments, balances etc within the online platform. It is your responsibility to check each month that you receive your invoice. **All invoices must be paid promptly and in full within the 14 days from the date thereon.**

There are four ways to pay your invoice:

1. **BACs Direct Debit, through the Famly App:** Guidance for setting this up is attached in the following link: [Parents !\[\]\(97faa0168e491544be255cfcab218e9b_img.jpg\): Add your Payment Details | Family Support | Family Help Centre](#). It normally takes about 2 days for this to be verified. Once this is set up, the following link gives all the information in relation to how parents can pay: [Parents !\[\]\(b2166b76608b8499cffc130bf1b1fe60_img.jpg\): Pay Your Balance In-app | Family Support | Family Help Centre](#).
2. **Cash:** Cash payments are accepted in the nursery Main Office. The office is open between 7:45am and 6:00pm Monday to Friday.
3. **Childcare Vouchers:** We accept Childcare vouchers from most major companies. Your Childcare Voucher Company is likely to require our Ofsted registration number which is 115830. If for any reason we are unable to redeem your childcare voucher/payment you will be responsible for payment of the fees due by another method. It is your responsibility to ensure voucher payments are received by us before the invoice 'due date'.
4. **Tax-Free Childcare payments:** We are registered to receive Tax-Free Childcare payments. If required our Ofsted registration number which is 115830. You must link your Tax-Free Childcare account with your Famly account to make payment. The link with all the information in relation to this is: [Parents !\[\]\(b29da0f81af7d31816596405aed0e378_img.jpg\): Paying with Tax-free Childcare | Family Support | Family Help Centre](#).

Late Payment

Late payments cause a great deal of additional administrative work. We reserve the right to apply a late payment charge of £20.00 for any payment remaining outstanding on an account. Payments will be classed as 'late' if the full invoice has not been paid within 14 days of the invoice date. You will be notified of the late payment charge in your Reminder Letter. Late payment charges will be added to the following month's invoice.

As the receipt of prompt payment is critical to the effective operation of Haven Nursery School, failure to make full payment by the specified date may result in the suspension of your child's paid childcare place or any 'paid for' additional hours or meals. Written notification will be issued in such instances. Please read our Debt Recovery Policy which will be strictly adhered to. To view this policy please click on the following [LINK](#)

Outstanding Debt

If there is any Outstanding Debt from previous or current siblings when parents are applying for a new place at Haven Nursery School, this debt must be cleared in full before a new place is offered.

If you are requesting additional hours for your child, this request will not be considered if your account is not fully up to date.

Consumables Fee

For all children who attend Haven Nursery School a small discretionary consumables fee will be allocated to each morning and afternoon session they attend. This is used to cover some of the costs towards snack and sun cream, when needed.

All of our fees are set out in our Fee Structure and can be found on the following link, [Fee Structure](#)

For families in receipt of EYPP, the consumables fee **may be waived at the discretion of the Headteacher. Please contact the Headteacher to discuss*

Provision of Food

Haven Nursery School will provide all food throughout the day for your child. It is our expectation that if your child attends Haven Nursery School during a mealtime, the relevant meal will be paid for. For Government Funded Hours, although this is an expectation, in accordance with the Government statutory guidance this is not compulsory. If a parent chooses to opt out of any meals this will need to be agreed in advance with the Head teacher and any alternative will need to comply with our Snack and Mealtime Policy. For all parent paid hours, meal charges will be mandatory. Meal times can be found on our fees structure

Notice Period

- **Withdrawing your child** - a minimum of one calendar month's written notice of your intention to withdraw your child(ren) from the Nursery must be given. If suitable notice is not received, a calendar month's fees will be charged in lieu of notice.
- **Change of hours requests** – a minimum of one calendar month's written notice for any changes or reduction of attendance pattern will be required. A calendar month's fees will be charged in lieu of notice. Requests to increase your child's hours will be allocated subject to availability and can be up taken at less notice if available. Increases to hours will only be considered if there are no outstanding invoices or no concerns in relation to payments.
- **Changes to Stretched Offers** – will only be considered at the start of each term and subject to availability. Once in place, the stretched offer will run for the duration of the term. If you would like to amend your stretched offer, please put your request in writing by the following dates for these to be considered –

1st March, for any changes relating to the Summer Term
1st August, for any changes relating to the Autumn Term
1st December, for any changes relating to the Spring Term
- **New starters** - two months' notice is required to change any of the agreed attendance session for a new child. This date is taken from the original agreed start date. If the required notice is not given, any reduction in fees will not be reflected in your invoice until the two months' notice period has passed. E.g. your start date is the 1st September and you request to change attendance pattern for this, you would need to request this change before the 1st July to ensure the correct notice period had been given. Anything after this date, the 2 months' notice period would commence from your written communication. You will be charged for the original sessions until these 2 months have expired. As placements are allocated based on your requested start date, we are unable to accommodate any requests to change the month in which a child begins. All fees will be chargeable from the start date on your offer letter, regardless of whether you choose to begin attendance at a later date.

- **Nursery School required changes** – whilst we will ensure all reasonable endeavors to not make changes to attendance patterns for children, the nursery school reserves the right to permanently change attendance patterns if operationally required, with a minimum of one month's written notice to the parent or carer.

We require written notification to avoid any potential misunderstandings that may arise. All requests should be emailed to admin.office@haven.hants.sch.uk.

Sickness and Other Absence

Fees will not be waived in respect of any absence on a child's standard days or any pre-booked additional hours. This includes family holidays. We would, however, greatly appreciate being advised of any planned or unplanned absence. Please report all sickness absence via the Family app or to the nursery school office. Please note, if you do not inform us of a period of absence, it is likely you will receive a welfare call from a member of staff.

We have up to 5 INSET days throughout the year to support staff training to ensure we offer the highest level of early education. You will be notified of these in advance. Fees will still be charged for INSET days and bank holidays, with the exception of Christmas Day and Boxing Day. We are closed one calendar week over the Christmas period, to include Christmas bank holidays. These days are not chargeable; therefore, fees are charged for 51 weeks of the year.

Events out of our control (force majeure) including inclement weather

In the case of events out of our control, including but not limited to that of adverse weather, fire, floods, strikes, storms, explosions, natural disaster or any event that would mean we are unable to fulfil our duties of the Early Years Statutory Framework, we will endeavour to open the Nursery as normal. In the event that the Nursery is not able to open or has to open with reduced hours, we reserve the right to continue to charge full fees or such fees that we deem reasonable and we are unable to offer any refunds.

Late Collection

Children are required to be collected punctually, by the end of their session time. We will impose a charge of £15 for each 15 minutes, or part thereof that a child is late in being collected. E.g., if a child is collected 8 minutes late this will incur a charge of £15. If a child is collected 22 minutes late, this will incur a charge of £30 etc. Please refer to the Centre's 'Uncollected Child Policy' which is available on this [LINK](#)

Parents/Carers should allow sufficient time for discussions with staff at the end of their child's session to ensure end of session time is not exceeded. *For example, children who are paid for until 6pm should be collected and have left the premises by 6pm to allow our staff to finish their shifts promptly and for cleaning regimes to be undertaken.*

Settling Sessions

Children are given up to 3 settling sessions before they start at the Nursery at no charge. This is a flexible process depending on the needs of the child, however settling sessions will not exceed a 2-hour period. A home visit will be completed with the parents/carers to meet your child's key person and complete the relevant paperwork prior to the first settling session. You will then be given an opportunity to leave your child for a short time in nursery with their key person.

Nappies and sundries

Haven's policy is parents/carers will provide all nappies, wipes and barrier creams for their child.

Links with other policies

Our Terms and Conditions are linked to

Charging and Remission Policy

Debt Recovery Policy

Snack and Mealtime Policy (published June 2025)

Uncollected Child Policy

All of these policies can be found on our website. The following link will take you directly to the [Policies Page](#)