



Fees Policy

Little Cygnets Childcare Ltd operates from 7:30am – 6pm Monday to Friday, 50 weeks of the year.

We are closed for up to 2 weeks for the Christmas and New Year period every year. We are also closed for all bank holidays. Fees are not charged during these periods.

Full payment is due for all sickness and holidays taken by either the child or the parent.

Payments are to be paid two weeks or one month in advance, depending upon your payment schedule.

Little Cygnets Childcare Ltd's preferred payment method is **standing order**.

In the unfortunate event that you cannot pay Little Cygnets Childcare Ltd in advance, according to your payment schedule, please don't hesitate to discuss this with Jess as soon as you are aware as this will help us decide the best option for the current payment period (week or month).

Should habitual non-payment occur according to your payment schedule, we will initially review the contract of childcare and discuss the current situation.

The very last option available to Little Cygnets would be to serve a termination notice on a childcare contract.

Late collections

Failure to collect your child on time will incur a charge of £10.00 for the first five minutes, then £5.00 for every subsequent five minutes or part thereof.

Failure to inform us of late collection will result in us following our late collection policy.

It is very important to adhere to your contracted hours at all times, as late pick ups and early drop offs affect our ratios. We do appreciate that there are times when unforeseeable circumstances arise and you are therefore unable to collect your child on time. If this situation does arise then Jess should be contacted as soon as possible. The charge for this will be added to your bill.



If you are having a problem paying your bill please speak to Jess or Scott and we may be able to agree a payment plan. Failure to pay fees will result in withdrawal of your child's space with immediate effect. Your details may then be passed onto our collection agency. We will also then inform inland revenue.

The fees policy will be reviewed on an annual basis.

Signed (Jess Burns): J Burns

Signed (Scott Marshall): S Marshall

Review Date: March 2026