Fees Policy – After School Care

Cheeky Chimps Pre-School operates a high quality After School service which is good value for money, in a safe and stimulating environment.

Bills

- Each September we will ask you to give us details of the childcare (i.e. breakfast club and/or After School) your child requires at Cheeky Chimps. We will assume this will remain the same all year, unless we are told otherwise via email. You will be invoiced in **advance** for the forthcoming month's fees and we ask you to pay within two weeks of receiving the bill.

- Please book your child in for the required time and you will be charged accordingly. Should you need care for longer, staff will write down the collection times on the sign out sheet, adjustments to the bill will be added at the end of the month for the next month's bill.

- It will be possible to book adhoc sessions, subject to availability, throughout the year. These sessions will be added to the following month's bill.

- We accept payments via BACS, details of which can be found on your bills.

- Any problems concerning payment of your bill please arrange to talk to the Manager telephone 01458 210000. All matters are kept confidential.

- If your child misses a day due to illness or a trip that session must be paid for as Cheeky Chimps is keeping his/her place open.

Cost per Sessions

- 7.45 – 8.45am Breakfast Club which includes breakfast £5.00
- 8.15 – 8.45am breakfast Club £2.50
- 3.10pm – 4pm £5.00 (charged for full hour even if picked up earlier than 4pm)
- 4pm – 5.30pm collection charged in half an hour increments at £5.00 per hour
- We are registered with Tax Free Childcare (Our preferred option), SODEXO, Edenred, Computershare Vouchers, Fidelity and Care 4 for parents whom are able to use these schemes.

Cancellations

- If you give 2 week's notice of a cancellation, we will credit your account. No refunds will be given in cash form and there will be no refund given if the notice period is shorter.
- No refund will be given if you choose to pick your child up earlier than the

time you have booked them in for.
- Ad hoc sessions booked will still be charged if they are not cancelled within the 1 months notice period.
- In case of continuing illness, please consult the manager as soon as possible, he/she will consult the Committee on your behalf and the credit will be at the discretion of the committee.

- You will receive a reminder email one week before your bill is due, please ignore this if you have already paid.

- Fees may only be outstanding for two weeks. If payment is not made within this time, a reminder by email will be sent and fees expected within the week. Failing this a late payment fee of **£25** will be added to your bill. Any bills not paid within two months will be taken to the Committee where a decision will be made as to the next course of action. Please be aware this could result in your child no longer being able to attend the setting until full payment has been received.

- Parents/carers are encouraged to speak to the manager at the earliest opportunity if they have any query about the fees, policy, or if, for any reason, they are likely to have difficulty in making a payment on time. For your child to keep her/his place at the setting fees must be paid.

- Unfortunately no refunds or credits will be able to be given due to adverse weather, should Cheeky Chimps need to close.

- No refunds or credits will be applied if your child attends a school extra curricular activity, unless you have given us 2 weeks notice.

- Clubs: Clubs will be run on a month by month basis. Should you wish to cancel a club for the next month you will need to give 2 weeks notice before the end of the current month.

Late collection of children

- If a parent/carer collects their child after 5.30pm a fee of £20 per 15 minutes.

- Also see late collection of child policy.

This policy was adopted at a committee meeting of Cheeky Chimps pre-school on 19th January 2026 and will be reviewed annually.

Signed on behalf of Cheeky Chimps Katy Jamieson