

15. Fee Policy and Parent Carer Agreement

Signed by (Trustee): Michelle Owen

Date: 24.08.26

Next review date: 01.08.27

Guidance for this policy has been taken from:

EYFYS Statutory Framework (DfE, 1 September 2026), Childcare Act 2006, Childcare Act 2016, Equality Act 2010, Consumer Rights Act 2015, UK GDPR and Data Protection Act 2018, Local Authority Provider Agreement for funded childcare

This Fee Policy should be read in conjunction with

- *Admissions Policy*
- *Entry Exit Pathway*
- *Privacy Notice*
- *Safeguarding Policy*

Review of Policy

The Centre Manager and/or Chief Executive will review the content of this policy every year or earlier in the event that there are changes in legislation or as a result of a change in good practice. Every effort will be made to give reasonable notice of any changes to this Policy but the right is reserved to make amendments without further notice should circumstances warrant it.

Statement of Intent

The Peter Pan Centre has clear policies and procedures to help guide the actions of all individuals in the organisation. They ensure and endorse the well-being of all families, children, staff, volunteers and everyone who's connected to the organisation.

The Peter Pan Centre is a registered charity that is heavily reliant on fundraising to deliver its service to children and families. We hold ourselves to the highest standards in fundraising, and in being transparent in our funding and use of funds. Our key financial aim is to ensure we have sufficient funds to deliver our services to our children and families. Each year our budget is carefully planned according to the number of children we have, the fees that we will charge for the year and the fundraising income we anticipate to raise to cover our expenditure.

The aim of our Centre is to give local children with SEND the best start in life but we can only fulfil this aim if we have enough income to cover our outgoings. This does therefore mean that we will pursue full payment of fees if genuine financial hardship is not demonstrated. We aim to collect due fees as efficiently as possible. The Centre will always seek to discuss difficulties with families before considering withdrawal of a place.

The Peter Pan Centre is committed to promoting equality, diversity and inclusion and will not discriminate on the grounds of disability, race, religion or belief, sex, sexual orientation, gender reassignment, age, pregnancy and maternity, or any other protected characteristic under the Equality Act 2010.

This document constitutes an agreement between the Peter Pan Centre and the parent/carers.

Fees

Fees are reviewed on an annual basis and we aim to give one month's notice in writing of any changes in fees.

Stay and Play sessions

The fee is £5.00 per stay and play session. Fees are payable for each stay and play session that your child attends, your first session is a 'taster' and free of charge.

Peter Pan Centre sessions

At the Peter Pan Centre, sessions run as follows:

Little Adventurers: 9.15am – 12.15pm, term time only (38 weeks per year)

Little Explorers: 1.00pm – 3.30pm, 48 weeks per year

Fee-paying children

From 1st September 2025 the fee is £25.00 per session. Fees are payable for 48 weeks of the year.

Fees for fee-paying children are to be paid at all times with the exception of:

- Children being hospitalised. We may ask for a discharge letter to confirm this.
- The Centre closing, for example due to bank holidays, adverse weather conditions, or staff training.

Fees remain payable if a child is absent due to sickness. We recognise that sometimes children attending Peter Pan suffer from ill health and can have prolonged periods of absence. We ask you to contact the Centre Manager as soon as possible if this looks to be the case for your child.

Suitability of session

If the scheduled session no longer works for you and your child, and you need to switch to an equivalent session on a different day, we will do our best to accommodate you. However, due to limited availability and high demand for our services, we cannot guarantee that an alternative session will be available immediately. In such cases, you may be placed on a waiting list for a suitable alternative session.

Funded Places

Children eligible for Think 2, EEF, or working parent entitlements funding can use this to cover the cost of sessions. Funded places are available for our Little Adventurers sessions (term time only) or can be stretched over 48 weeks for our Little Explorers sessions.

Whilst our Little Adventurers sessions run term time only, we also run pre-planned holiday clubs which are available on a first come first served basis and are £25 per session.

We remain open during school holidays for our Little Explorers sessions.

Term time funded places run in line with the school term dates each year. If your child is eligible for funding and you wish for your child to attend for their Little Explorer session during the holidays, this must be discussed and confirmed in advance with the Centre or Deputy Centre Manager. You can then choose to either 'stretch' this funding over 48 weeks of the year if applicable or pay at a cost of £25 per session.

Please note parents can only change to a stretched offer from 38 weeks (or vice versa), at the beginning of a new term.

The Peter Pan Centre is committed to delivering funded childcare entitlements in accordance with Department for Education guidance. Funded hours are provided free at the point of delivery. Parents are not required to purchase additional sessions, activities, consumables or services as a condition of accessing a funded place.

For further information about funding eligibility please see <https://www.childcarechoices.gov.uk/15-and-30-hours-childcare-support>

Holidays

We ask you to inform us as soon as possible about any sessions your child may be absent from the Centre due to holiday. Holiday days remain payable for fee paying children.

Non-attendance and “one off” Extra Sessions

If your child is not able to attend their session at our centre as normal, we ask that you inform us as soon as possible, so that we can then offer this session out as an “extra” to other children for a fee. This matters because, as a registered charity, we rely almost entirely on fundraising income to provide our services. If you would like to be on the reserve list for extra sessions please inform a member of staff. Please also let us know if there are any days you are unable to take extra sessions, such as days your child attends other settings.

Failure to Attend Booked Sessions

Places at the Peter Pan Centre are limited and heavily subsidised through charitable fundraising. Where a child is unable to attend, we ask families to give as much notice as possible so that we may offer the session to another child where appropriate.

Repeated failure to attend booked sessions without reasonable notice may result in a review of the child's place. This is because non-attendance prevents other children and families from accessing support and creates additional costs and administrative burden for the Centre.

Persistent Non-Attendance

Our sessions are in high demand and places are limited. Regular attendance is important to ensure children receive consistent support and to enable the Centre to make best use of its resources.

Parent carers must notify the Centre as soon as possible if their child will be absent from a session. In line with our safeguarding responsibilities and the EYFS Statutory Framework, if a child is absent without explanation, the Centre will attempt to contact the parent/carer. Where we are unable to make contact we will then contact other authorised emergency contacts provided to us.

Repeated unexplained absences, frequent failure to notify the Centre of absences, or patterns of poor attendance may result in a review of the child's place. Repeated failure to notify absences will be considered when reviewing continued allocation of a place.

Where attendance falls to a level that suggests the place is no longer being regularly used, or where the Centre is unable to maintain effective communication with the family regarding attendance, we reserve the right to withdraw the place following discussion with the

parent/carer. Any such decision will take account of the child's circumstances, safeguarding considerations and demand for places.

Please refer to our Safeguarding Policy for further information regarding our policy on non-attendance.

How to pay

Sessions - at the end of each month you will be issued an invoice for the following month's sessions. Invoices are issued via the Famly app and must be settled by the end of the month to which they relate. For example, you will receive an invoice at the end of January for February's sessions. This invoice must be paid by the end of February.

Stay and plays / other activities - must be paid for in full on or before the day itself.

Bank transfer or standing order is preferred for payment. Please use your child's surname as a reference. Payment should be made to

AC Name: The Peter Pan Centre Ltd

AC Number: 10763445

Sort Code: 090222

Cash payments are accepted with the agreement of the Centre Manager.

Tax Free Childcare

We are registered for tax free childcare and can accept payments through this route. You will need to be registered and have a government gateway account to pay this way. For further information about eligibility please see <https://www.childcarechoices.gov.uk/tax-free-childcare>

Non-payment of fees

If there is a reason you are unable to pay you must contact the Centre Manager as soon as possible. This will be treated in the strictest of confidence. The Peter Pan Centre will be sympathetic to parent carers who are having or who anticipate having difficulty in paying and, in exceptional circumstances, it may be possible to arrange an individual payment plan at the discretion of the Chief Executive.

In the event we apply any discretionary discount to fees, this discount will be solely as a gesture of goodwill and will not constitute any variation of this Parent Agreement.

If payment is not received by the due date and you haven't been in touch to discuss this, the following procedure will apply:

a) Initial Reminder

- A reminder will be issued **2 weeks** after the due date.
- This may be via email, letter, phone call or face-to-face communication.

b) Second Reminder

If payment is not received within **1 week** of the first reminder, a second reminder will be issued.

c) Suspension of Sessions

If fees remain unpaid 21 days after the due date and no payment arrangement has been agreed, the Centre reserves the right to suspend attendance at privately funded sessions until the account is brought up to date.

d) Final Notice

- If the account remains unpaid **1 week** after receipt of the second reminder, a final notice will be issued.

d. Termination of Place

If fees remain unpaid after **5 weeks** from the due date, the Peter Pan Centre reserves the right to withdraw your child's place with immediate effect.

This provision applies to privately funded sessions. Any action affecting a funded childcare place will be considered in line with current funding guidance and in discussion with the relevant local authority where appropriate.

Closing places and our right to terminate the contract

As a registered charity, our sessions are heavily subsidised by fundraising income. We must ensure that our services reach children who will benefit from them and that limited places are used effectively. **Allocation and continuation of places will take account of attendance, engagement with the service, safeguarding considerations, effective use of charitable resources and demand for places.**

Because demand for our sessions is so high, and our aim is to support as many children as possible to access education at an appropriate setting, when children reach school starter age they will no longer be able to attend the Centre, and we will close their session place at the end of August in that year.

For children who are aged 4 as of 31st August, who are 'summer born' and therefore entitled to defer school entry, decisions as to whether we can continue to provide the level of support hitherto accessed by children rest with the Centre Manager. These decisions will be taken in light of the criteria already set out in our Entry Exit pathway.

At times, children may attend the Centre, and it becomes evident that our setting may not be the most suitable for their needs. This conclusion is drawn through careful observation over the course of a term and an assessment of their developmental progress using an appropriate evaluation tool. Our primary focus is on the child's best interests and the support they require for continued development across all areas of learning. We will collaborate with any relevant services to inform our decision-making. In such cases, we will engage in a discussion with the parent or carer and provide support in transitioning the child to a more suitable setting.

If parent/ carers disagree with this decision, the Centre Manager will share the case with the Chief Executive and a Trustee for a final decision.

We reserve the right to terminate a place where there are reasonable grounds to believe that continued attendance would significantly affect the welfare, safety or learning of the child, other children or staff, or where the Centre can no longer meet the child's needs appropriately.

In all other circumstances, notice of 4 weeks will be given.

Your right to terminate the contract

If parent carers wish to end their child's place at the Peter Pan Centre 4 weeks' notice is required. Parent carers are required to give notice in writing, clearly stating the date they are giving notice from and their intended end date.

Our right to change this agreement

We reserve the right to unilaterally change any provision of this Parent Agreement without notice to you where such change arises from regulatory or legislative requirements. For any other changes to this Parent Agreement, including but not limited to a change of booked sessions, We will provide at least one month's written notice wherever reasonably practicable. All changes supersede all preceding terms and conditions issued by us. If you do not agree with the changes to the terms and conditions, you have the right to terminate the agreement that you have with us (providing the one calendar months' notice period) without incurring any additional fees.

Parent and/ or carer agreement

By accepting a session place, you commit to attending each week for the agreed sessions, ensuring your child and family receive the full support available.

I/ we have read and fully understand;

- **The Entry and Exit Pathway**
- **The conditions of registration and agree to be bound by their terms, and agree to adhere to follow the Centre policy and procedures.**

For a partnership, all persons with parental responsibility should sign.

Signed (Parent/ Carer)	
Date	
Signed (Parent/ Carer)	
Date	
Signed Centre Manager	
Date	

Every effort will be made to give reasonable notice of any change to the condition of the registration, but the right is reserved to make amendments without further notice should circumstances warrant it.

Review date	Description	Proposed by	Approved by
21.07.23	New policy	Catherine Cook	Colin Barcroft
07.04.24	Updated funded places section in line with current practice	Sadie Clarke	Diane McVey
19.08.24	Updated policy around school starter children	Sadie Clarke	Diane McVey
26.03.25	Updated policy to reflect entry and exit pathway, Sept 25 fees, wording	Sadie Clarke	Diane McVey
05.08.25	Updated 'how to pay' section to explain invoice dates and payment due dates. Updated 'non-payment of fees' to include a procedure we will follow in the event of non-payment	Catherine Cook	Michelle Owen
31.05.2026	Updated wording Added guidance sources Clarification of funded places Reference to Equality Act 2010	Kirsty Perry (Family Support Manager)	Catherine Cook
23.07.26	Updated closing places section: decisions re children entitled to defer school starter age taken on an individual basis	Catherine Cook	Sarah McDowell
18.08.26	Reviewed against EYFS September 2026. Updated guidance references. No substantive amendments required.	Kirsty Perry (Family Support Manager)	Catherine Cook
23.08.26	Expanded persistent non attendance section. In non payment of fees, added step c suspension of sessions	Catherine Cook	Michelle Owen 24.08.26