

Policy/Procedure Title	APN005 Admissions and Charging Policy	
Review Cycle (*Delete as appropriate)	Annually	
Responsible Department	Science and Public Sector Services – Applewood Nursery	
Procedure *Owner (*Overall responsibility)	Head of Faculty – Science and Public Sector Services	
Responsible *Person (if different to above) *responsibility for communicating changes and staff training where appropriate	Nursery Manager	
Types of provision this procedure applies to: (delete as appropriate)	Support Department	
Revision Record		
Rev. No.	Date of Issue	Details and purpose of Revision:
0	14/6/2018	Document approved.
1	August 2025	Document approved
2	August 2026	Review and update

Equality Impact Assessment

Whenever a policy is reviewed or changed, its impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics.

Could any staff or students be adversely impacted by this policy/process? If yes give details and how this will be mitigated:

Date:	Action and Monitoring:

E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

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1 Registration

To register your child at the nursery we require you to complete and sign a registration pack, Admissions Policy, and Charging Policy. As part of the registration process, parents/carers will be required to provide documentation to evidence their child's date of birth. This also confirms they have reached the eligible age for the funded entitlement (if eligible). A copy will not be retained but may be requested again later by the Local Authority for audit or fraud investigation purposes. Your child will be placed on the waiting list, and the nursery will call you to arrange settling in dates. The Admission, Charging Policy and Terms and Conditions are issued to all families as part of the registration process either by paper forms or sent by email.

2 Settling in Sessions

Up to three free settling in sessions will be booked. These settling in sessions are each up to an hour long and this gives you and your child time to meet the staff, look at the rooms, and see the routine of the nursery. We reserve the right to extend these sessions at a cost of £5 per hour in the best interest of the child.

3 Minimum Booking

The minimum number of sessions your child can be booked into the Nursery for is 1 session or 1 day per week. One session equals either a morning or afternoon half day session. Early Education is offered within the national parameters: no session to be longer than 10 hours; no minimum session length (subject to the requirements of registration on the Ofsted Early Years Registration); not before 06:00 or after 20:00.

4 Nursery Fees and Charges

The nursery year runs from September 1st to August 31st. Any extra sessions are to be pre-booked and paid for on invoicing. The nursery closes for certain published days at Christmas and all other UK Bank Holidays, staff training days and College concessionary days. These days are available from the Nursery Manager.

The fees payable by the parent/carers are calculated monthly according to the sessions booked for that specific month. This will be sent out by email. The invoice will be payable by bank transfer, childcare vouchers, or tax-free scheme. Applewood nursery bank details are at the bottom of every invoice and the charging policy.

Additional sessions, over and above normal booked sessions, will be charged on invoicing, in addition to the equal monthly amounts. Unused booked sessions are not refundable. If you need extra sessions, please give a minimum of one month's notice, but please be aware we cannot guarantee extra sessions are always possible.

A daily fee of £2.50 per child (over 6 months old) is payable for breakfast/afternoon tea. This will show on your invoice as snacks. The snack fee is voluntary and will apply to all nursery children regardless of whether you are taking advantage of the 15/30 hours free entitlement. You can opt out of paying this snack fee and provide your own, but this must be in accordance with healthy eating and must exclude all allergens as we have children attending who have severe allergies to certain foods. To opt out, you must inform the nursery office. We are a nut free nursery. If you choose to bring your own breakfasts/afternoon tea and the foods were found to contain the allergens or nuts, we reserve the right to charge you the snack fee. Please speak to the Nursery Manager if your child has a severe dietary medical need or if your child is under 6 months old when they start at Applewood.

Hot lunches are available during term time only at a cost of £4.70 per day. These must be pre-booked and will show on your invoice as meals. Hot lunches are not available for children under 18 months of age.

No refund will be given in the event of the child's absence due to illness, holiday or for any other reason. This is because the Nursery must reserve a place for the child with appropriate staffing in advance. Any extended absence through sickness will be charged at the discretion of the Nursery Manager.

5 Payment of Childcare Fees

Upon acceptance of a childcare place, payment of the first month's fees will be due from your child's first day (unless funded) and is to be paid online.

Parents/carers will be notified by letter sent to their home address or emails of each monthly invoice and will be expected to be paid before the first of every month. This payment can be using childcare vouchers, tax free childcare account, or bank transfer. Late payment of fees will incur an automatic fee of £20. You will have two chances to pay the fees; if no payment is made after that on a specified date, then your child's nursery place will be suspended.

Invoices that are emailed out are password protected, set up by yourself on your child's registration form. Please see the office if you have forgotten your password or would like to set up a new one.

Any reduction to a child's booking pattern will only be implemented at the start of the following month, provided at least one month's notice is given to the Nursery Manager.

6 Holidays

Term time children requiring holiday in term time will not be eligible for any discounts. All year-round children can have up to 6 weeks holiday, any time, at 50% discount (they must be weeks, not single days). All holidays must be pre-booked with the Nursery Manager at least one month in advance or you will be charged full price.

7 Early Education Funding

We offer early education funding for eligible children aged 9 months to 4.5 years. Early Education is offered to families for 50 weeks of the year. Funded hours can be claimed from our sessions. A morning session is 5 hrs, an afternoon session is 4.5hrs and an all-day session is 9.5hrs. Funding can be claimed for holidays however any sessions not funded will be charged a rate at 50% and if sessions are part funded then the part of the session that is payable will be charged at a rate of 50%. Funding can be claimed through our lunch period.

8 Early Years Funding – Extended Hours

Where spaces are available, we offer 23 hours over approximately 50 weeks of the year to a total maximum of 1140 hours per year in accordance with the government 30 hours scheme. This is dependent on an eligibility check. All parents must read the booklet provided by the Local Authority in accordance with their terms and conditions. It is the parent/carers responsibility to re-confirm their codes every 3 months. If at any time, the parent/carers no longer qualify for the 30-hour scheme they become liable in paying for the child's booked sessions. We will work in partnership with parents, carers, the local authority, childcare providers and other organisations to improve the outcomes for children in the setting.

To ensure a smooth transition for the child, we will work closely with families to discuss and agree how a child's overall care will work in practice where an entitlement is split across different providers, and where possible when families transfer their funding claim to a new setting.

We are required to have arrangements in place to support children with special educational needs and/or disabilities (SEND). These arrangements should include a clear approach to identifying and responding to SEND. This means we will:

- follow the requirements of the Early Years Foundation Stage to provide an inclusive environment for all children and their families, together with the requirements to comply with the Equalities Act and the Special Educational Needs and Disability Code of Practice;
- monitor and review children's progress and development in partnership with families. Where a child appears to be behind the expected levels of development or where a child's progress gives cause for concern, a graduated approach will be adopted with 4 stages of action: Assess, Plan, Do and Review;
- provide information to families on how their child's development is being supported and in agreement, consent will be sought to apply for additional funding and request support from outside agencies;
- utilise the SEN Inclusion fund and Disability Access Fund to deliver effective support;
- publish our contribution to the 'SEN Local Offer' in Norfolk. This is available on the Norfolk Community Dictionary to ensure information is available to all families so they can make choices about the right childcare provision for their child with SEN.

We aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submitting a claim/application to support and improve their outcomes. This will be in partnership with families and consent will be sought prior to submitting the claim/application. We will work with parents/carers to ensure that where possible and capacity/ratios allow, the hours/sessions are convenient for parents'/carers' working hours.

9 Payments

Payments are to be paid online on your child's first day (unless funded). Bank details are on the last page of the invoice which will go out monthly. You will have up to seven days to make a payment. If payment is not made by the specified date on invoice, an automatic charge of £20 will be added to the invoice. If still no payment is made, then your child's nursery place may be suspended until payment is made. This does not apply to fully funded places. Part funded/private payments will revert to funded placement hours. Invoices that are emailed out are password protected, set up by yourself on your child's registration form. Please see the office if you have forgotten your password or would like to set up a new one.

10 Cancellation/Termination of a Place

Parent/carers are asked to inform the Nursery Manager if they no longer need their child's place in the nursery by giving one calendar months' notice in writing.

Any disruption caused by a parent or child that is deemed inappropriate or not conducive to a nursery environment or undermines the reputation of the Nursery or its staff, will be cause for termination at the discretion of the Nursery Manager. Any disruption within the college grounds will entail you being asked to leave by Campus Security. For any child/parent/carer deemed to display any inappropriate behaviour the following will apply.

- Referred to the appropriate agencies.
- Referred to the SENCO for a behavioural plan to be implemented between the parent/carer and nursery.
- In extreme cases your child's place will be terminated.

11 Late Collection Charge

Parents/carers collecting beyond the booked session times will be subject to an additional surcharge. This will be charged at a rate of £1.00 per minute. Morning sessions finish at 1pm, afternoon sessions finish at 5.30pm. Please inform the nursery if you are running late.

12 Infections & Illnesses

Applewood will not undertake the care of sick children. The nursery must be informed of any child sickness or problems before attempting to bring the child to the premises. Each case can then be considered on a strictly individual basis by the Nursery Manager.

In the interest of other children and staff it will be necessary to exclude any child who has been diagnosed with certain contagious illnesses and diseases. The exclusion will remain in force until the child's Doctor has cleared the condition. The current lists of illnesses include chicken pox, mumps, rubella and measles. We follow the government public health exclusion periods.

We will administer prescribed medication only if parents/carers have completed a medicine consent form. The prescribed medication must be in its original packaging with your child's name clearly displayed. If your child has been prescribed antibiotics, they must be on them for a minimum of 48 hours before they can return to nursery.

As noted above no refund will be given in the event of the child's exclusion due to illness.

13 Accidents

The nursery reserves the right to administer first aid and any emergency treatment as required. Parents/carers will be informed of all accidents and will be asked to sign an Accident Record Form. If emergency treatment at the hospital is required, the nursery will make all reasonable attempts to contact the parents/carers but if this is not possible, we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We may require parents to withdraw their child from nursery if they require special medical care or attention which is not available or refused by parents, or if it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children may contract such a disease or infection. Please refer to our Managing Children who are Sick or Infectious Policy regarding exclusion and incubation periods by which we are bound. Parents must inform the nursery if the child is suffering from any illness, sickness or allergies before attending the nursery. The nursery is mindful of the needs of working with parents and will endeavour to provide as much continuity of service as possible within the recommendations of the Health Protection Agency by which we are bound.

Applewood has a duty of care to ensure the safety and wellbeing of children. We work with other agencies to promote positive outcomes for children. All our policies and procedures can be found in the office at the nursery. A copy can be requested at any time through email.

14 Opening Times

Applewood Nursery has published opening times. Applewood will be closed for weekends and all UK Public Holidays as well as further identified dates in our published calendar. Please note this calendar is determined annually by The College of West Anglia. Normal opening times are 08:00 hrs to 17:30 hrs.

15 Force Majeure

Applewood are unable to offer any refunds or compensation for closure or suspension of nursery activities because of third-party action, inclement weather, fire, flood, illness/infections or any other event beyond our control.

16 Liability

The nursery accepts no liability for any losses suffered by parents arising directly or indirectly because of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason. We accept no responsibility for children whilst in their parents/carers care on Nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party for any special, indirect, or consequential loss or damage of any kind.

17 Personal Property

Applewood cannot be held liable for the loss or damage of any item belonging to the public on the premises. This particularly applies to children's clothing and toys as well as motor vehicles, prams, and buggies. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of the parent/carers or child are not damaged. Please ensure that all toys, books, and equipment are left at home.

18 Data Protection Act 1998 / General Data Protection Regulation (GDPR)

By signing acceptance of the Terms & Conditions you give Applewood express consent to retain and process that information provided by the parent/carers, which directly relates to the child, for the sole purpose of childcare. Such information will remain with Applewood for up to six years or be transferred to a school of your choice once your child leaves the Nursery. Where required, we will seek parent/carer consent to collect, share and use your information in accordance with the Data Protection Act and General Data Protection Regulations.

GDPR is a new law that replaces the Data Protection Act 1998. The GDPR sets out requirements for how organisations will need to handle personal data from 25 May 2018.

For Early Years' Service to continue adhering to data protection laws it is necessary to see consent that all personal data can be held, used, and shared with the Local Authority. This includes data previously collected for the purposes of training, funding, communication (e.g., newsletters & emails) and the shared review.

Please Note:

1. Consent has historically been sought via application or claim forms, and this process will remain in place where applicable.
2. Early Years information including child data is retained in line with the Norfolk County Council Record Retention Policy
3. This consent form will replace all previously submitted declarations of consent.
4. Where you are sharing information about individuals or cohorts of children you must have obtained informed consent prior to sharing the data.

The **GDPR** specifically related to **Applewood Nursery** applies to 'personal data', which means any information relating to an identifiable person who can be directly or indirectly identified.

19 Insurance

Applewood is part of The College of West Anglia and has extensive cover for nursery-based activities. Details of the insurance may be requested from the Nursery Manager. The certificate is also displayed in the Nursery.



20 Agreement

This Admissions Policy represents the entire agreement and understanding between the parents (including other carers) and the Nursery. Any other understandings, agreements, warranties, conditions, terms, and representations, whether verbal or written expressed or implied are fully excluded permitted conditions at any time. The Nursery is operated by The College of West Anglia.

I have read and understood Applewood Nursery Charging Policy.

I have read and understand this Admissions Policy (which includes sharing information with the Local Authority prior to 25 May 2015 (if applicable) and thereafter can be held, used and shared in accordance with GDPR), and agree to be bound by them as signed by me in the Nursery registration form.

Signed

Date.....