



Ely and Caerau Children's Centre  
Michaelston Rd  
Ely  
Cardiff CF5 4SX

Canolfan Plant Trélai a Chaerau  
Heol Michaelston  
Trelai  
Caerdydd CF5 4SX

## The Ely and Caerau Children's Centre CHILDCARE Charging and Remissions Policy – 2025

### Ely and Caerau Children's Centre – Charging and Remissions Policy Summary

The Centre operates three paid childcare provisions, all of which are governed by a unified Charging and Remissions Policy. This policy outlines the rules and expectations for payment and any applicable fee reductions or waivers. It applies consistently across all paid childcare services at the Centre and will be strictly followed.

#### Charging Policy Exceptions:

The Centre will **not apply charges** under the following circumstances:

- **INSET Days and Bank Holidays** – No fees will be charged for days when the Centre is closed due to staff training or public holidays.
- **Pre-Booked Absences** – No charges will be applied for days that are cancelled by the parent or carer, provided that at least one month's notice is given in advance.

#### Charging Policy – Applicable Charges:

The Centre **will apply charges** in the following situations:

- **Sickness Absences** – Fees will still be charged for days missed due to a child's illness.
- **Unscheduled Absences** – Charges will apply for any absences that have not been booked at least one month in advance.
- **Late Collection Charges** - If a parent or carer is more than 15 minutes late in collecting their child without prior notification, or is persistently late, a fee will be charged. The charge is set at £6.00 for every 30 minutes beyond the agreed collection time.

#### Cancelling a Contract:

To terminate a childcare placement, a minimum of one month's written notice is required. This notice must be submitted in writing to the Centre to formally cancel the contract and secure the release of the childcare place.

#### Invoicing:

Invoices are issued in advance, typically around the middle of each month, for the upcoming month's childcare services.

Payment is expected to be made by the 1st day of the month to which the invoice applies. For example, the invoice for June will be generated around 15th May and is due by 1st June.



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### **Late Payment Procedure:**

If an account falls into arrears for more than two months, the Finance Manager will issue a notification to the parent or carer. At this point, the Centre will initiate a three-stage arrears process to clearly communicate the consequences of continued non-payment.

### **Three-Stage Arrears Process:**

<b>First Letter</b>	A formal notice will be issued informing you that your account is in arrears. You will be encouraged to settle the outstanding balance promptly.
<b>Second Letter</b>	If the balance remains unpaid, a second notice will be sent. This letter will warn that failure to make payment may result in the suspension of your child's place at the Centre.
<b>Third Letter</b>	If the arrears are not cleared by the specified deadline, your child's place will be withdrawn, and access to all paid services at the Centre will be terminated. The outstanding debt will then be referred to Cardiff Council for recovery.

### **Support During the Arrears Process:**

At the outset of the three-stage arrears process, the Finance Officer and/or the Head of Centre will make every reasonable effort to support the bill payer. This may include:

- Proposing a flexible payment plan
- Offering to adjust existing bookings to help manage costs

These measures are intended to assist families in meeting their financial obligations while maintaining access to childcare services.

However, if the situation becomes unfair or unsustainable, the Centre must prioritise its own financial stability. In such cases, the Centre reserves the right to proceed with the arrears process as outlined, including the potential withdrawal of services.

### **Returning Families with Outstanding Debt:**

The Centre reserves the right to refuse childcare placements for siblings of children whose accounts were previously in arrears and left with unpaid debt. If the bill payer responsible for the outstanding balance seeks to re-enrol a child, the Centre may, at its discretion, decline the request for a new placement.

This policy is based on the principle of fairness and financial responsibility. As the debt originated from the same bill payer, the Centre is not obligated to enter a new contract under such circumstances. Families are made aware of this policy when outstanding debts are referred to Cardiff Council for recovery. While the debt is no longer managed by the Centre at that stage, the Centre retains the authority to refuse future access to paid services for the bill payer involved.