

Thorpe Willoughby Childcare Centre



Retainer fee / Deposit payments

Choosing a setting is an important decision for you and your family, therefore we hope the following information will answer your questions about our waiting list / deposit and retainer policy.

The setting

- Open Monday to Friday 7:30am – 6:00pm
- Open 50 weeks a year
- Has continuous staff development
- Works in partnership with parents
- Offers nutritious snacks freshly prepared daily on the premises
- Accepts all employer childcare vouchers Waiting list / Deposit

We operate a waiting list and priority of places will be offered based on the criteria below:

- Deposit payment £25 non-returnable to secure a place
- The date the application is received and those who have been on the waiting list for the longest time.
- If children already have siblings at the setting.
- Children who are currently attending the setting who wish to change their days.

Following the visit and once a registration form has been completed / deposit has been paid, parents will be contacted as soon as a place becomes available via telephone and email.

If we do not hear back within seven days of the date of the email we will assume that parents no longer wish to reserve a place at Thorpe Willoughby Childcare Centre.

Once contact has been made, parents have seven days to accept the place otherwise it will be withdrawn.

Please note that the deposit will be refunded off your first month's fees.

Retainer Fee

It is the settings policy that when you are offered a place, a retainer amounting to one full month's fee is required without exception to secure your child's place.

This is non-returnable but will be deducted from your last full month fees.

However, if you

- cancel your acceptance before uptake

- reduce your sessions before uptake or within one month of attendance
- change your start date to a later date
- fail to give at least one months' notice of any of the above the fee will be forfeited

LAST UPDATED / REVIEWED ON:	SIGNATURE
Policy Created: 16-06-20	Tracy Maddison Acting Manager 30.06.2020
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