

## **Skylarks Nursery - Attendance and payment policy**

### **Payment and attendance guidelines for paid provision**

- Payment must be made a month in advance and by the due date
- Payments must be made via your child's Parentpay account only
- Refunds will not be issued for any absences. This includes absences due to illness or anything else
- If holidays are taken during term time, you will still be charged, unless nursery is given at least 2 weeks notice prior to taking the leave
- If payment is not made on or before the payment due date, your child will only be able to attend for their usual AM or PM session for that month
- A child's usual AM/PM session is compulsory, and that session must be attended on the days that your child isn't attending for a full day.
- A child cannot start additional sessions part way through the month, and must start at the beginning of each month, and continue attending for the remainder of the month.
- A notice period of 2 weeks must be given if you would like your child to attend any additional sessions. This includes whether it is for a one-off session or to attend regular additional sessions per week. **Payments need to be made in advance before the due date. If payment is not received, your child will not be able to stay for the additional session(s).** *Please note: we will only accommodate one-off sessions in an emergency, where no other care is available to you.*
- If one of your child's regular full days falls on a bank holiday, unfortunately this cannot be swapped to another day due to staffing ratios. You will not be charged for the bank holidays.
- If an additional session is taken, however payment isn't made – your child will not be able to return until the invoice is paid and cleared.

### **Giving notice**

- If you decide to remove your child from roll, please be advised that your child will still be tied into funding at Skylarks nursery until the end of the month that your child leaves, therefore you will not be able to use this funding at a different nursery.

### **Price increase**

- Please be advised that from September 2023, the price for an individual session will be increased to £10. This still also includes lunch time provision.

### **Late collection policy**

- If for any reason your child is collected late at home time (5 minutes or more after 11:45am for AM session or 3:15pm for PM and FT sessions), a late payment fee of £5 will be charged, and must be paid via Parentpay within 1 week of receiving the notification of the charge - unfortunately, if payment isn't made by the due date, we will contact you and your child will not be able to return to nursery until any outstanding fees are paid.
- Please be advised that it is our duty of care to report any persistent late collections to children's services as abandonment. Therefore, advise that children are collected from nursery on time each day.

- Here is a reminder of nursery collection times: AM session: 11:30am-11:45pm, PM session and Full Time session: 3pm-3:15pm
- If you have other children across both sites (Skegness Infant and Junior Academies), the doors and gates are left open for a sufficient time period to collect children from all 3 areas (Doors open: SJA 3pm, SIA 3:10pm and Skylarks 3pm).

### **SKYLARKS NURSERY - ATTENDANCE POLICY - Procedure**

Children should be at nursery, on time, every day that the school is open, unless the reason for the absence is unavoidable.

Parents are expected to inform the school office of an absence. If your child attends the AM or FT sessions, we ask that this is done before 9am. If a child attends the PM session, we ask that it is before 12pm. You can contact the office via the following methods:

Tel: 01754 762059

Email: [admin@skegnessinfantacademy.org](mailto:admin@skegnessinfantacademy.org)

Electronic form: <https://forms.office.com/r/xEdcYHWSf8>

Text: 07931 594917

If a child is absent without an explanation for 3 days – the Attendance Officer will make contact.

- If this does not produce a satisfactory explanation, and if there is no contact after one week, a letter will be sent home.
- If after one month there has been no contact, the child's name will be removed from the register and the place will be allocated to another child on the waiting list. Three and four year old funding is provided through the local authority. This is public money, and we feel that we have a duty to ensure it is used appropriately. **If a place has been taken, but sessions are not regularly attended (20 sessions/2 weeks or more missed over a termly period, without a genuine reason), we reserve the right to remove your child from the nursery roll.** We would discuss reasons for absence with parents before retracting the funding offer and make every effort to work with them to encourage them to increase attendance. Funding would only be withdrawn as a last resort, and at the end of a school term.

Parents of children whose attendance is inconsistent and generally poor will be contacted by the Attendance Officer and their future attendance will be monitored

If a child is reluctant to attend, it is never best to maintain absence due to this. This gives the impression that attendance does not matter and may make things worse in the long run. If there are issues surrounding this, please contact the office or speak directly to Mrs Walker or one of the nursery team. Cooperation between home and

nursery is the best way to support a child's well-being. Parents are expected to make contact at an early stage and to work with the staff in resolving any problems together.

**Updated: 15.07.2023**