



## Manor Twiglets Nursery Ltd

Downsview Crescent, Uckfield, East Sussex, TN22 1UB

01825 765487. [twiglets@manor.e-sussex.sch.uk](mailto:twiglets@manor.e-sussex.sch.uk), [www.manor-twiglets.co.uk](http://www.manor-twiglets.co.uk).

### **Finance Policy**

This policy describes chargeable services, how payments are collected and arrangements to safeguard nursery funds against the risk of fraud or impropriety and to protect the Directors, Employees and parent representatives against false allegations.

#### **Fees**

Fee structures are reviewed annually, any revisions effective will be given with 6 weeks' notice. Current fees are detailed in the 'Fee Structure' document, Appendix 1 of this policy (and updated as required).

#### Nursery (children aged 2-4 years)

|               |                                        |
|---------------|----------------------------------------|
| Early Session | 8.00am -9.00am                         |
| Morning       | 9.00am -12.00pm                        |
| Afternoon     | 12.00pm -3.00pm                        |
| Twilight      | 3.00pm – 6.00pm (Bookable by the hour) |

Children in receipt of EYEE (Early Years Education Entitlement) funding and using additional sessions, will see their EYEE hours billed at zero on their termly invoice.

#### **NB EYEE Funding can be taken from 8am – 3pm Monday - Friday (see Admissions Policy)**

The Nursery does offer casual user places in the Holidays to families whose children attend outside term-time only settings.

#### After School Club (school age children Reception to Year 6)

|               |                         |
|---------------|-------------------------|
| Session One   | School finish until 4pm |
| Session Two   | School finish until 5pm |
| Session Three | School finish until 6pm |

#### **NB We are able to pick up from school clubs, although the full session cost is payable.**

We do offer different options for after-school club sessions. We offer a permanent user bookings system for parents who wish to ensure that their child is booked in for specific sessions each week. This will be chargeable whether the child attends or not, this is to ensure that there is a regular space for the child for the session required.

The casual user booking system can be used and the sessions that you require for the week need to be emailed in to [twiglets@manor.e-sussex.sch.uk](mailto:twiglets@manor.e-sussex.sch.uk) before 9.30am on the Monday morning. However, this option does not guarantee that a space will be available for your child, even if they have been having these sessions previously. This option does mean that you only pay for the sessions that you have booked. There is a 2-week cancellation period if you do book a little in advance and decide that the space is no longer needed.

### Holiday Club (school age children Reception to Year 6)

|                   |                  |
|-------------------|------------------|
| Morning Session   | 8.00 am -12.00pm |
| Afternoon Session | 12.00pm – 4.00pm |
| Twilight add on   | 4.00pm – 5.00pm  |
| Twilight add on   | 5.00pm – 6.00pm  |

### Late Collection Fees

A charge of £5 per each 10 minutes (or part thereof) will be invoiced if a child has been collected past the agreed session time. Parents may be able to avoid excessive charges by booking as a casual user for advertised sessions providing space is available.

Children collected after the 6pm close will be charged £10 per each 15 minutes.

### **Bank Holidays**

Those children that would be booked to attend the nursery or afterschool club on bank holidays, when we are not open, are not charged by the nursery. This is because the nursery does not operate on bank holidays. In case of an error in your child's invoice please speak to the Childcare Manager or Deputy Childcare Manager.

### **Employee Discount**

Employee children, or stepchildren who reside with them, are eligible for a 50% discount to fees across all services.

Where employees' children attend Manor School and the setting drops off or picks up alongside other collections and drop-offs, there is no charge for this as long as they are not on the premises for more than 30 minutes.

### **Hot Lunches**

Hot Lunches can be purchased for children who are staying across the lunchtime of 11.45am -12.15pm. The cost is set by our hot lunch provider, Zebedees. Hot lunches **will not** be ordered for children attending from 12pm.

Hot lunches can be ordered on a continuous basis or an adhoc basis. Hot Lunches are ordered at 9am on a Thursday for the following week. Therefore amendments, cancellations, adhoc orders must be emailed to [twiglets@manor.e-sussex.sch.uk](mailto:twiglets@manor.e-sussex.sch.uk) by 9am on the Thursday for the following weeks hot lunches. Any amendments and cancellations received after this time may still be chargeable.

Hot lunch charges are included on the children's termly invoices and holiday club invoices. Those children having adhoc lunches will be invoiced separately. Please note payment can be made using the tax-free childcare scheme.

### **Registration Fee**

Manor Twiglets Nursery asks for a non-refundable voluntary registration fee of £30. This fee covers admin fees, Book wallet, bag, leavers party, entertainment and gifts. Places are confirmed once the fee is paid. The registration fee can be paid in instalments should this be required. Please speak with the Deputy Childcare Manager or Finance Manager should you wish to take up the instalment option.

## Payments

All invoices are raised by the Deputy Childcare Manager and sent via email from our accounting system Liberty Accounts.

Nursery and After School Club (ASC) invoices are raised termly in September, January and April to be paid in monthly installments as detailed on the invoice with payments due on the **1<sup>st</sup> of the month**. For children starting part way through the year, an invoice will be raised for the relevant period as soon as they start.

Additional/ casual bookings for either Nursery or ASC are invoiced with payment due upon receipt. Where parents regularly pay by Childcare Voucher, special arrangements may be made with the Deputy Childcare Manager or Finance Manager.

Holiday Club bookings must be paid in advance of attendance to secure the booking. It is advised that payment is made once the Deputy Childcare Manager has confirmed receipt of the booking form and availability. Invoices will be raised and emailed for record keeping. In very exceptional circumstances for high volume users and childcare voucher users, special arrangements may be agreed.

All bookings are chargeable; any cancellations require 2 weeks' notice via email. Only sessions cancelled up to and including the 2 weeks' notice period will be granted a refund.

Parents and carers are encouraged to pay their fees by bank transfer, standing order, childcare voucher or via the tax-free childcare scheme.

Cash and Cheques are no longer accepted at the Nursery.

Online payments are reconciled to invoices weekly by the Finance Manager.

## Late Payments

- If a monthly payment has not been received within 2 weeks of the date that it is due to be paid, a reminder will be issued.
- If the payment is still not received within one month of the first reminder being sent, a second reminder will be issued, with an invitation to discuss
- In the absence of contact or payment one week later, a letter advising that failure to pay within 7 days will mean termination of the paid for sessions

Daily interest of 5% may be added onto balances overdue by one month or more until payment has been received.

Parents or carers experiencing difficulties paying, should talk to the Finance Manager as soon as they become aware of possible difficulties.

In the event that fees are not settled by the end of the school year, or an agreement is not in place with the Finance Manager, then the unpaid fees will be referred to a debt management service. For children booked to return in the next school year, this will mean automatic removal of unfunded places and may result in the child's sessions being taken by another fee-paying child.

## **Notice to Leave the Setting**

Manor Twiglets Nursery requires 4 weeks' notice to terminate children's spaces in the setting. This needs to be either given in writing or by email.

## **Government Restrictions/Isolation periods**

Should the nursery close due to government restrictions and any isolation rules that may still apply, fees will continue to be charged. If the nursery closes due to a UK national lockdown, fees will continue to be charged.

## **Wages/Payroll**

Manor Twiglets Nursery Employees use time sheets which are collated by the Childcare Manager. Overtime must be agreed with the Childcare Manager in advance. All Employees are responsible for filling in their own time sheets.

Payroll is outsourced, with the Nursery providing information to a payroll specialist at Swindells accountants. The Childcare Manager produces the data on a excel spreadsheet which The Finance Manager will check, if necessary, for the payroll specialists to process for all employees due to be paid.

Pay slips and Employer Pay records are generated by the payroll specialists, once this information is received by Manor Twiglets Nursery the Deputy Childcare Manager will process payments via bank transfer and distribute the pay slips. In the absence of the Deputy Childcare Manager, the Finance Manager will cover this process.

All pay slips and Employee pay records are retained for year end information.

## **Pensions**

Manor Twiglets Nursery currently offers our pension scheme with the government company Nest. Employees can contribute to their retirement pot if they are auto enrolled and they opt in to the scheme. Manor Twiglets Nursery will contribute a percentage too. Employees can choose to opt out of the scheme if they do not want to contribute. To learn more about NEST you can visit their website at [www.nestpensions.org.uk](http://www.nestpensions.org.uk) or search online for NEST pensions.

## **Banking**

Manor Twiglets Nursery banks with Santander. There are currently three accounts with the bank, these are:

1. The Current Account: This is for all incoming payments of fees, funding and daily outgoings.
2. Savings account: This holds monies not intended for immediate spend.
3. Fundraising account: This has the monies that have been raised through fundraising events, commission from photographs etc.

## **Authorised Signatories**

The Childcare Manager, Deputy Childcare Manager and Finance Manager are the authorised signatories. Care is taken to ensure that no two people who are related are responsible for Finance without oversight.

Expenditure above £500 on single items requires the approval of the board of Trustees and will usually be submitted with quotes and an explanation of the purchase need.

## **Accountancy**

Accountants are appointed annually and reviewed by the board at meetings. Appointed accountants produce accounts in line with requirements for our status as a charity and a limited company. The Deputy Childcare Manager and Finance Manager are responsible for ensuring returns are submitted by the accountants.

At the AGM the accounts are formally put to the members for approval.

## **Accounting Records**

All records of income and expenditure will be retained for a period of 6 years. Specifically, we will retain:

- Invoices issued for services
- EYEE funding claims
- Bank statements
- Payroll information

## **Complaints**

Every complaint relating to finance must be immediately referred to the trustee Directors of the Nursery. A permanent record must be kept showing:

- 1) The nature of the complaint
- 2) The name(s) of the person(s) involved
- 3) The action taken and the conclusions reached.

## **Fraud**

In the event of a suspected fraud, the matter should immediately be brought to the attention of one of the trustee Directors, Childcare Manager and Deputy Childcare Manager.

Care must be taken to ensure that evidence is not tampered with and that all papers are safe from the risk of theft or destruction.

If convincing evidence emerges to suggest a fraud has taken place and an insurance claim is necessary, the Police must be informed immediately.

The Charity Commission also requires that any serious incident that has resulted or could result in a significant loss of funds or a significant risk to a charity's property, work, beneficiaries or reputation should be reported to them immediately, not just on completion of the Annual Return.

This policy was updated on 10<sup>th</sup> November 2025

Date of review: January 2026

Signed on behalf of the directors:

Name of signatory: Jennifer Humphrey

Role of Signatory: Trustee Director and Finance Manager

Ofsted Registration: EY403035 Charity Registration: 1133320 Companies House: 7013598  
Registered Company registered in England and Wales

## Appendix 1

# FEE STRUCTURE FOR NURSERY

With effect from 1<sup>st</sup> January 2026

|                                                                                                        | Times            | Price          |
|--------------------------------------------------------------------------------------------------------|------------------|----------------|
| Early Session<br>(Includes Breakfast)                                                                  | 8.00am – 9.00 am | £7.00          |
| Morning Session<br>(includes snack)                                                                    | 9.00am – 12.00pm | £19.50         |
| Afternoon Session<br>(includes snack)                                                                  | 12.00pm – 3.00pm | £19.50         |
| Twilight Hours<br>(Per hour)<br>These Hours are chargeable and<br>cannot be used with the EYEE funding | 3.00pm – 6.00pm  | £6.50 per hour |

We accept childcare vouchers and the tax free childcare scheme.

For children entitled to **EYEE funding**, we offer 15hrs or 30hrs per week for 38weeks (term-time) or 12hrs per week for 47weeks and 6hrs for the 48<sup>th</sup> week (stretch offer) Hours over 15 up to 22.8hrs per week for 50 weeks.

Please note EYEE funding for term time only is for 38 weeks. Manor Twiglets term is 39 weeks. 1 week of this will be chargeable and added to the invoice.

Funded hours can be taken between the hours of 8am – 3pm, Monday – Friday.

Nursery fees due are invoiced termly in September, January and April and are to be paid in monthly installments as detailed on the invoice with payments due on the **1<sup>st</sup> of the month**.

Any extra sessions booked will be invoiced with payment due upon receipt.

During our holiday clubs, hot lunches are available from Zebedees at £3.30 per lunch (2025/2026 price). These are served at 11.45am – 12.15pm for children who are staying across the lunchtime period and into the afternoon. We recommend that children who arrive for a 12pm session have an early lunch at home, although you do have the option to send your child with a packed lunch. Unfortunately, we do not have warming facilities to keep hot lunches for children who start at 12pm and therefore cannot order hot lunches for those children who arrive at 12pm.

## Appendix 1 (continued)

# FEE STRUCTURE FOR PLAYScheme

With effect from 22<sup>nd</sup> December 2025

| <b>After School Club<br/>From 1<sup>st</sup> January 2026</b> | <b>Times</b>                       | <b>Price</b>      |
|---------------------------------------------------------------|------------------------------------|-------------------|
| Session One<br>(Includes snack)                               | School finish – 4.00pm             | £5                |
| Session Two                                                   | School finish – 5.00pm             | £10               |
| Session Three<br>(includes snack)                             | School finish – 6.00pm             | £15               |
| <b>Holiday Club<br/>From 22<sup>nd</sup> December 2025</b>    |                                    |                   |
| Morning Session<br>(includes snack)                           | 8.00am – 12.00pm                   | £18.00            |
| Afternoon Session<br>(includes snack)                         | 12.00pm – 4.00pm                   | £18.00            |
| Twilight Sessions<br>(includes snack)                         | 4.00pm – 5.00pm<br>5.00pm – 6.00pm | £4.50<br>Per hour |

Our Playscheme is part of our Ofsted registered provision. Our employees are all qualified or studying towards Childcare qualifications.

After School Club regular bookings are invoiced termly in September, January and April and are to be paid in monthly installments as detailed on the invoice with payments due on the **1<sup>st</sup> of the month**. Ad hoc After School Club sessions booked will be invoiced with payment due upon receipt.

Holiday Club bookings must be paid in advance of attendance to secure the booking. It is advised that payment is made once the Deputy Childcare Manager has confirmed receipt of the booking form and availability.

During our holiday clubs, hot lunches are available from Zebedees at £3.91 per lunch (2025/2026 price). These are served at 11.45am – 12.15pm for children who are staying across the lunchtime period and into the afternoon. We recommend that children who arrive for a 12pm session have an early lunch at home, although you do have the option to send your child with a packed lunch. Unfortunately, we do not have warming facilities to keep hot lunches for children who start at 12pm and therefore cannot order hot lunches for those children who arrive at 12pm. Any hot lunches ordered will be included on the holiday club invoice.

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