



## **ADMISSIONS AND FEES POLICY**

### **Statement of Intent**

Cocoon Family is committed to ensuring our setting is accessible to children and families from all sections of the community. We aim to provide accessible information and a fair, clear and open admissions process to all parents who apply for places. Cocoon Family is committed to the development of an effective admissions system to support the provision of a good value service.

### **Admissions enquiries**

When a parent/carer contacts the nursery enquiring about a place for their child, they will be given all the relevant information they require including details of our Admissions and Fees policy, and informed of whether there is a place available for their child. Our standard practice is to take children in the term after they turn 1 year old. Cocoon Family will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from Cocoon Family.

### **Visits**

When a suitable place is available the parent/carer and, where possible, the child will be invited to visit Cocoon Family and speak to members of staff. Cocoon Family runs Open days, where families in the waiting list and considering registration are actively encourage to visit on one of this days to see the environment and speak to member of staff.

### **Registration**

If the parent/carer agrees to abide by all the terms and conditions of Cocoon Family, including the level of fees and arrangements for payment, they will be asked to register the child by completing and Registration Form. If there is not a space to offer, the registration will be placed in our waiting list.

We confirm spaces for the following term at the beginning of each Term (approx 6 weeks). If a space becomes available we will offer the availability following our waiting list policy and procedures.

When a space is offered, a deposit of £250 will then be made to secure the child's place at Cocoon Family. Once payment is confirmed, we will confirm the nursery place as secure. Before the start of term, we will contact the parent/carer concerned to arrange a Settling-in visits and arrange for the child's first session at the nursery. At this stage, the provisions of the Settling In policy will operate.

## Waiting List

To ensure that admissions to Cocoon Family are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists. Places will be offered to children in order of priority:

1. Enrolled children requiring more sessions
2. Siblings of children who are currently enrolled at the preschool
3. Waiting list

Waiting list:

- The waiting list operates on a first come, first served basis, but the nursery may also exercise its discretion with regard to individual cases. Children may be admitted out of order of initial registration to adjust numbers of children of a certain age group or to permit the staffing ratios to be maintained adequately.
- We are flexible about attendance patterns to accommodate the needs of individual children and families.
- We have a minimum attendance of 4 sessions per week per child, but there may be individual circumstances which allow for a staggered start with a steady increase in sessions as they become available or otherwise.

## Deposit

A deposit of £250 is required in order to secure a place after an offer has been received. The deposit is refundable on the invoice/payment of the last Term of attendance. The deposit is not refundable if the place is not taken up.

## Fees

We appreciate your choice in entrusting us with the care and education of your little ones at Cocoon Family. To ensure the smooth operation of our services and to maintain a secure and nurturing environment for all children, we have established the following payment policy. By enrolling your child at Cocoon Family, you acknowledge and agree to comply with our payment policy.

- **Payment Due Date:**  
Tuition fees for each term are due no later than the Friday preceding the commencement of the term. Date will be specified on the invoice.
- **Late Payment Fee:**  
A late payment fee of £25.00 per day after payment deadline, will be applied if payment is not received by the specified due date. This fee is intended to cover the administrative costs associated with late payments.
- **Entry Denial for Outstanding Payments:**  
If payment is not received by the third day of the term, the child will be refused entry to the nursery until all outstanding fees are settled.

- **Payment Methods:**  
We accept payments through
  - Bank transfers: Please ensure that your payment includes the reference stated on the invoice.
  - Tax free childcare accounts: Please ensure that your child's unique reference is sent to Management to ensure payments can be matched to your invoice. Please take in consideration the time the transfer take to reach our account and the payment due date.
- **Late Payment Process:**  
Families with outstanding payments will be notified promptly to address the issue and avoid any disruption to the child's attendance at the nursery.
- **Communication:**  
It is essential to communicate any challenges or concerns regarding payments in advance. Our team is here to support and work with you to find suitable solutions.
- **Refund Policy:**  
Tuition fees are non-refundable. In exceptional circumstances, refund requests will be considered on a case-by-case basis.
- The level of fees will be set by Management annually in the light of Cocoon Family's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- The Management Team reserves the right to take legal action, if necessary, to recover any outstanding payment.
- Parents/carers are encouraged to email management if they have a query about the Admissions and Fees Policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's nursery place.

## **Opening times**

Cocoon Family is open from 09:00 to 15:00 Monday to Thursday and 9:00 to 12:00 Fridays, during term times, as per the term times published on the website. We consult with both state primary schools in the area and the KCC funding calendar to try and adapt to their term times, but term times may vary from the state primary schools term times.

## **Closures**

Cocoon Family is committed to minimising the number of closures of the setting in order to provide reliable childcare on which families can depend. However, while we are fully aware of the disruption a closure can cause to families it is not always possible to remain open for every day of the term.

Closures are categorised into two areas:

- **Planned Closures:** These are closures that are planned for in advance and families are given sufficient notice to ensure that other arrangements can be made for childcare on these days. INSET days, school and public holidays fall into this category.
- **Unplanned Closures:** These are unforeseen closures that are not planned for and therefore not in the control of Cocoon Family. Examples are closures due to staff sickness, bad weather, natural disasters, building/utilities problems and terrorism. Unplanned closures, to a maximum of five per year, are billed to parents.

**Policy written by:** Katia Orendain and Danitza Orendain

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