Little Delwood – Fees & Funding Q&A

We know fees and funding can sometimes feel confusing, so we've pulled together answers to the questions we hear most often. If you need more detail, please speak with your Nursery Manager or Admin Team — we're always happy to help.

**1. Do I have to pay for bank holidays?**
No — you do not need to pay for bank holidays, as the setting is closed.
**Example:** If your child usually attends on a Monday and a bank holiday falls on that day, you won't be charged for that day.

**2. How does government funding work at Little Delwood?**
We offer **stretched funding** across 51 weeks a year, so your funded hours are spread evenly rather than being limited to term time.

- 15 hours (Universal Funding) = 11 hours per week stretched
- 30 hours (Extended Funding, if eligible) = 22 hours per week stretched
  You'll need to reconfirm your eligibility code every 3 months on the gov.uk website if you're claiming extended funding.

**Example:** If your child is entitled to 30 hours, you'll receive a maximum of 22 hours a week for 51 weeks.

**3. Are additional sessions covered by funding?**
No — any additional sessions on top of your funded hours will be charged at the private fee rate.
**Example:** If you book an extra full day beyond your funded sessions, that full day will be invoiced as a private session.

**4. What is the Enhanced Provision & Consumables charge?**
Funding covers childcare only — it doesn't include meals, nappies, wipes, trips, or extras.
Our **enhanced provision charge** covers these costs.
**Example:** You'll be charged a small hourly rate for enhanced provision and consumables for each funded hour your child attends. This covers their snacks, meals, nappies, and extras like library visits and seasonal events.

**5. Can I opt out of the Enhanced Provision charge?**
Yes, you can, but you'll need to provide alternatives daily and no private sessions can be accessed.
**Example:** If you opt out, you must pack your child's meals and snacks each day, bring nappies, wipes, and sun cream, and your child won't be able to join in with special extras (like Zoo Lab or cooking activities).

**6. Do I have to pay if my child is absent?**
Yes — fees are still payable for absences, including illness and holidays, as your child's place is held for them. Regular unexplained absences from funded hours may result in the funding and/or your child's place being withdrawn.

**Example:** If your child is unwell for a week, you'll still pay for that week's sessions.

**7. How do late collection fees work?**
If your child is collected late, a fee of **£20 for the first 10 minutes**, then £2.50 per minute after that, will apply.
**Example:** If you arrive 12 minutes late, the charge will be £25. If you arrive 20 minutes late, the charge will be £45.

**8. How do I pay my fees?**
Fees are payable monthly in advance via the **Famly app**.
We also accept bank transfers, childcare vouchers, and tax-free childcare. If not paying via Famly, an admin fee may apply.
**Example:** If your invoice is £200, you'll pay through Famly by the 1st of the month. If you choose to pay via bank transfer instead, you may see an added admin charge in your next invoice.

**9. Can I change my sessions?**
Yes — one month's written notice is required.
**Example:** If you want to change from three days a week to two days starting in October, you must let us know in writing by the start of September.

**10. What if I'm struggling to pay fees?**
Please let us know as soon as possible — we'll always try to work with you.
**Example:** If your childcare voucher payment is delayed, we may be able to arrange a short extension or a payment plan so your child's place isn't disrupted.