

Walsall Childminding Hub - Fees, Attendance & Notice Period Policy

1. Purpose of This Policy

The purpose of this policy is to clearly outline Walsall Childminding Hub's expectations regarding fees, attendance, contracted hours, and notice periods. This policy ensures fairness, transparency, and consistency for all families and allows us to maintain a high-quality, reliable childcare service for every child in our care.

By signing a childcare contract with Walsall Childminding Hub, parents/carers confirm that they have read, understood, and agreed to comply with this policy.

2. Contracted Hours and Fees

All childcare places at Walsall Childminding Hub are offered based on contracted hours agreed at the time of booking. These hours are reserved exclusively for your child.

Fees are charged based on contracted hours, not actual attendance.

Payment is required whether your child attends or not, provided the childcare setting is open and able to offer care.

Your fees secure your child's place, staffing arrangements, resources, and running costs, regardless of attendance.

Once contracted, hours cannot be reduced or amended without prior agreement and appropriate notice (see Section 6).

3. Non-Attendance

Fees remain payable in full in the following circumstances:

Child absence due to illness

Holidays taken by the child or family

Appointments (medical, dental, therapy, etc.)

Family days out, celebrations, or personal reasons

Any other reason for non-attendance during contracted hours

No refunds, reductions, or credits will be given for non-attendance.

Late Arrivals and Early Collection

Walsall Childminding Hub does not offer refunds or fee reductions for:

Children arriving later than their contracted start time

Children being collected earlier than their contracted finish time

Contracted hours are reserved solely for your child and must still be paid for in full, even if the full time is not used.

5. Temporary or Permanent Changes to Attendance

Any request to change contracted hours must be made in writing/whatsapp/email and is subject to availability.

Temporary changes cannot be guaranteed

Permanent changes require a revised contract and may be treated as a reduction or increase in hours

Reduced hours may only take effect after the required notice period has been served

Until a new contract is agreed and confirmed, existing contracted fees remain payable.

6. Notice Period

Walsall Childminding Hub operates a three (3) month notice period.

This applies to:

Terminating a childcare place

Reducing contracted hours

Withdrawing a child from care

Key points:

Notice must be given in writing (email or signed letter)

Fees must be paid in full throughout the entire notice period

Children may continue to attend during the notice period under their normal contracted hours

7. Non-Refundable Fees

All fees are non-refundable except where required by law.

No refunds or credits will be issued for:

Absences

Late arrival or early collection

Holidays

Emergency closures outside of our control (unless otherwise stated in separate policies)

Notice periods not attended

8. Rationale for This Policy

This policy is necessary to ensure:

Financial stability of the setting

Fairness to all families

Appropriate staffing levels

High-quality care, resources, and learning experiences

Childminding places are limited and cannot always be filled at short notice. Charging for contracted hours allows Walsall Childminding Hub to continue providing a consistent, safe, and nurturing environment for all children.

9. Agreement and Acceptance

By signing the childcare contract, parents/carers acknowledge that:

They understand that fees are charged based on contracted hours

They agree that fees remain payable regardless of attendance

They accept the three-month notice period requirement

They understand that no refunds will be given for late arrival, early collection, or non-attendance

Failure to comply with this policy may result in termination of the childcare contract in line with our contractual terms.