



Abacus Ark

NURSERY SCHOOLS

FAQ's



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FEE FAQ'S

DO YOU CHARGE A REGISTRATION FEE AND WHAT IS THIS FOR?

A **non-refundable registration fee** is required upon acceptance of a place at Abacus Ark. This is used to secure your child's registration.

For details of the registration fee amount, please refer to the Fee Schedule.

DO YOU CHARGE A DEPOSIT AND WHAT IS THIS FOR?

A **deposit is payable at least three months before your child's start date** and acts as a security deposit. Once the deposit has been paid, your child's start date will be confirmed.

The deposit will be credited to your final month's fees, provided two months' notice is given.

The deposit will not be refunded where a child does not start, irrespective of any notice provided, or where a child has started and the required notice period is not given.

For details of the deposit amount, please refer to the Fee Schedule.

DO YOU CHARGE FOR SETTLING-IN SESSIONS?

Abacus Ark offers a **2-week settling-in period**, typically spread over three days each week. The sessions start with one hour and gradually increase to six or more hours per day over the two weeks.

The first week of the settling-in period (or the first five hours where a reduced settling-in period has been agreed with the Nursery Manager) will be provided free of charge. Charges for the second week of settling-in will be calculated on an hourly basis according to attendance. After the settling-in period has been completed, your child's registered session fees will apply.

Please note that government funding entitlements (15 or 30 hours) cannot be applied to settling-in sessions and will only apply to your child's regular registered sessions.

DO YOU OFFER ANY DISCOUNTS?

Yes! We offer a **10% sibling discount**, which is applied to the oldest sibling when two or more siblings attend the nursery at the same time.

Additionally, no registration fee is required for siblings.

WHEN ARE MY CHILD'S NURSERY FEES DUE?

Nursery fees must be paid monthly in advance, with payments due on the 1st of each month. Invoices are issued on the 15th of each month, and the payment is due by the 1st of the following month, covering the upcoming month's fees. For example, an invoice sent on June 15th will be due by July 1st for July's fees.

HOW CAN I PAY FOR MY CHILD'S NURSERY FEES?

The payment methods available will be detailed in your invoice and currently include the following options:

- **Family Pay**

Upon registration, your child will be added to our nursery management system, Famly. Through the Famly app, you can make payments directly using a debit or credit card, set up automatic payments via Direct Debit, and manage your Tax-Free Childcare payments. Automatic payments will be collected on or around the due date shown on your invoice.

- **Tax Free Childcare**

We are registered with the Tax-Free Childcare scheme. If you would like to make payments via this method, you will first need to set up a Tax-Free Childcare account and then link your account to the nursery Tax-Free Childcare account. When linking, we suggest using the nursery post code which is present at the top of your invoice. Please ensure that you send through your Tax-Free Childcare unique payment reference, so we can allocate your payments correctly.

You can also set up payments to be made via Tax-Free Childcare through your Famly account. Further information can be found [here](#).

If you have any Tax-Free Childcare related queries, please speak to the **Finance Team at finance@abacusark.com**.

- **Workplace Nursery Schemes**

We are partnered with a number of Workplace Nursery Schemes, such as Enjoy Benefits and TEDS. For further information please visit either of the below links:

[Enjoy Benefits Website](#)

[TEDS Website](#)

- **Bank Transfer**

Bank details are included in your invoice. When making a payment via bank transfer, please use your child's full name as the reference.

- **Childcare Vouchers**

We continue to accept childcare vouchers. If you have childcare vouchers and you would like to use them as part payment or total payment of fees, **please contact finance@abacusark.com** for further information.

HOW ARE MY FEES CALCULATED?

The fees you pay have been calculated and pro-rated (in effect spread out) to consider the weeks when the Nursery is closed. The Nursery is open 50 weeks per year. The two weeks we are closed is over Christmas and New Year, as well as bank holidays.

WHAT NOTICE WILL I BE GIVEN OF ANY INCREASES TO MONTHLY FEES?

Any increases will be communicated to parents/carers at least two months before they are applied.

ARE FEES PAYABLE WHEN THE NURSERY IS CLOSED?

We do not 'refund' or provide future 'credit' against fees to parents when the nursery is closed for the two weeks, or on public holidays.

WHAT HAPPENS IF I'M LATE PICKING UP MY CHILD OR PAYING FEES?

We understand that occasional delays can happen and do not wish to penalise parents for a one-off late pickup. However, a late collection fee, as detailed in the Fee Schedule under Ancillary Fees, may be applied in cases of repeated or ongoing late collections.

The Nursery reserves the right to suspend or terminate your child's place if fees are not paid by the due date or if there are any outstanding balances. **Interest may be charged at 10% on any late fees**, and we may also recover any additional costs incurred in relation to non-payment.

For full details, please refer to the Ancillary Fees section of the Fee Schedule.

ARE FEES PAYABLE WHEN WE ARE ON HOLIDAY OR IF MY CHILD IS SICK?

We will not 'refund' or provide future 'credit' against fees if your child is absent due to illness, holiday, or as required under the Nursery's policies and procedures. In addition, the Nursery will not refund any Fees or be in breach of this Parent Agreement or otherwise liable to you by reason of any delay in performance or non-performance of its obligations to you due to any event outside its reasonable control. Such events include without limitation 'acts of God', fire, war, acts of terrorism, strikes or other industrial action, infectious diseases, pandemics, epidemics, inclement weather (such as snow or flooding), unforeseeable repairs or any failure of public or utility services (such as highway and public transport delays or failures).

SESSIONS FAQ'S

CAN I SWAP MY DAYS AROUND IF I CAN'T ATTEND DUE TO A HOLIDAY OR ILLNESS?

We are unable to accommodate swapping your child's registered sessions from one day to another. If available, you may book additional care outside of your child's registered sessions. You agree to pay any Fees for Additional Care as per the Nursery Fee Schedule. **You must give the Nursery 48 hours' advance notice to cancel any Additional Care booked to avoid being charged.**

CAN I CHANGE MY CHILD'S REGISTERED SESSIONS?

Subject to availability and the Nursery's minimum session requirement, you may increase or decrease your child's registered sessions. **To reduce the number of registered sessions, you must give us at least one calendar month's advance written notice.** Any reduction in sessions will only commence from the 1st of the month and must be for a period of at least 1 month.

CAN I BOOK EXTRA CHILDCARE IF REQUIRED?

Yes, ad-hoc additional hours or sessions can be booked through the Family app. These are subject to availability and approval by the Nursery Manager.

Charges for additional sessions are detailed in the Fee Schedule.

Please note that funding entitlement (15 or 30 hours) cannot be applied to any ad hoc sessions and will only be applied to your child's registered sessions.

FUNDING FAQ'S

HOW IS GOVERNMENT FUNDING APPLIED AT ABACUS ARK?

We have spread the annual funding entitlement over the 50 weeks that we are open. This results in the following:

15 HOURS ENTITLEMENT

	Total Funding Per Year	Weeks Covered	Hourly Equivalent
Government Guidance	570 hours	38 Weeks	15 Hours Per Week
Abacus Ark	570 hours	50 Weeks	11.4 Hours Per Week

30 HOURS ENTITLEMENT

	Total Funding Per Year	Weeks Covered	Hourly Equivalent
Government Guidance	1,140 hours	38 Weeks	30 Hours Per Week
Abacus Ark	1,140 hours	50 Weeks	22.8 Hours Per Week

WHAT GOVERNMENT FUNDING IS AVAILABLE AT ABACUS ARK?

Please see the Fee Schedule for funding that is available. Any government funding adjustment to fees **is not applied automatically but is subject to eligibility** and the timely completion of required forms and verification of codes, as requested by the nursery. In addition, strict government deadlines apply in relation to funding submissions, which may affect parents' receipt of funding for a particular term. All funding adjustments are subject to correct and valid details being provided by the parent.

It is parents' responsibility to check eligibility for current government funding via the [Best Start In Life website](#).

Further information regarding Childcare Support at Abacus Ark can be found on our [website](#), or a copy of our **Childcare Support at Abacus Ark** document can be requested from our Finance Team.

I HAVE A FUNDING ELIGIBILITY CODE, WHAT DO I DO NEXT?

When you have been issued with your child's 11-digit funding eligibility code, please send through the following details along with your code to finance@abacusark.com for verification:

- Your child's full name and date of birth
- Full name of the parent who applied for the funding entitlement
- National Insurance Number of the parent who applied
- Confirmation that it is OK to send your details to the local authority for verification

Please note that **your code will need to be verified before the start of the funding term** (the earliest of 1st January, 1st April, or 1st September) to ensure that the funding can be claimed for your child.

ONCE THE FUNDING ELIGIBILITY CODE HAS BEEN VERIFIED, WHAT HAPPENS NEXT?

Once your child's funding eligibility code is verified by our Finance Team, you will receive a confirmation email outlining key details, including the eligibility start date, reconfirmation date, and the current end date of the code.

Shortly after, we will send you a Parent Declaration Form, which must be completed to enable us to claim the funding and apply the appropriate reduction to your invoices.

We use a secure online portal called Funding Loop, allowing you to easily complete the Parent Declaration Form and upload any necessary documentation online via computer or mobile device.

WITHDRAWING FAQ'S

WHAT IF I WANT TO WITHDRAW MY CHILD?

If you wish to withdraw your child, **we require at least two months' written notice**. To give notice, you will need to complete an online Notice Form, which can be requested from the nursery manager. If you fail to provide this notice, the deposit will be used to cover the fees for the two-month notice period.

IF I HAVE WITHDRAWN MY CHILD, CAN I REAPPLY?

If you have withdrawn your child from the Nursery and then wish for them to return, the same registration process applies. Please note there is no guarantee of a place and where one has been offered, **the normal registration fee is payable**.

MY CHILD IS LEAVING FOR SCHOOL, DO I NEED TO GIVE NOTICE?

For children in their final year with us before transitioning to a reception class, we **assume that their last day will be at the end of August (31st August or the last scheduled session before that date)** unless we are informed otherwise. We request that you notify us a year in advance, at the end of their penultimate year.