

Opening hours

We're open 51 weeks a year Monday to Friday, 08:00 – 17:30. We are closed between Christmas and New Year and on Bank Holidays and Public Holidays. We reserve the right to close for up to 3 training days per year.

We have set sessions, our **full day is 08:00 – 17:30, mornings 08:00 – 13:00 and afternoons 13:00 – 17:30.** However, we understand that juggling work and home can throw curve balls, so do speak to our nursery manager to see if we can accommodate any specific hours you may need.

Equally, we are here for you, so if you want to drop off late or collect early, please do let your child's keyworker know so they can ensure they don't miss out on activities.

Weekly fees

Weekly fees will be due monthly in advance, by direct debit, on the first working day of the month. The fees will be based on the number of pre-booked sessions x the session rate, which is referred to as your booking pattern. Our invoices are issued mid-month for the following month via our parent app ParentZone. A minimum booking of 2 days or 4 sessions is required. Monthly invoices will vary.

If your child joins within the month you will be required to pay for the remainder of the month and, if joining after the 15th of the month, the following month too by BACS or debit/credit card. Our nursery cannot accept cash.

	0-3yrs	3+yrs
Full day 8am – 5.30pm	£67	£66
AM 8am – 1.00pm	£39	£37
PM 1.00pm – 5.30pm	£35	£34

Fees for families receiving 3 – year – old – funding

	1 day	2 days	3 days
11hrs Stretched funding, less funded hours	£20	£79	£145
22hrs stretched funding, less funded hours	N/A	£46.50	£92

Late collection fees are charged at £10.00 for every 15 minutes and will be added to the next months invoice if this occurs.

Late payment of invoices will incur interest at 5% each day thereafter.



Included in our fees

Our prices are inclusive of all food (unless in receipt of 30 hours funding), local trips and walks and extracurricular activities and classes that form part of the children's curriculum.

*Where 3yrs+ funding is offered, we apply a discretionary consumables fee. This is because the funding rate covers the cost of care and education being provided but not all other elements such as food, resources and extracurricular/trips.

Discounts

A 5% sibling discount is offered to families who are paying full fees and whose children are attending the nursery at the same time. The discount is applied to the child with fewer sessions or to the eldest child if they are attending equal sessions. Please note all discounts are removed once a child is in receipt of funding

We also run promotions and incentives to parents throughout the year, however these are non-contractual and are offered at our discretion. All of our discounts, including our sibling offering is non contractual and can be withdrawn at any time without notice.

Funding

We limit the amount of funding spaces available, so please ask our nursery manager to find out if we can offer you a space. We offer stretch funding which means you are able to access 11 or 22 hours each week for 51 weeks of the year.

We support 2 year olds (15 hours) and 3 and 4 year old funding (15/30 hours). These sessions must be taken over a minimum of two separate days and are allocated by the nursery manager according to space and availability. We reserve the right to give one month's written notice to change the allocated days of the funded sessions.

Any sessions in addition to funded hours will be charged at the standard sessional rates. Invoices will reflect a £0 balance for funded hours.



Securing a place

When we offer you a space we give you 72 hours to confirm if you would like to accept it. Should you like to proceed we charge a non-refundable registration fee of £60 for your first child and £30 per sibling thereafter. This enables us to get your family set up on our system, secure the sessions agreed, and prepare for your child's start date. We also take a deposit of £150.00 which will be deducted from your last invoice with us.

We also issue our nursery contract and registration forms for completion.

* If your child has applied and been accepted for a fully funded space, we do not charge a registration fee or require a deposit.

Making changes to your booking pattern

When securing a place, you agree to a set booking pattern which determines your days and sessions. Should you wish to change this at any stage please speak to the nursery manager in the first instance. We will do our best to accommodate changes but it will depend on whether the spaces you require are available.

Funding available

There are a number of funding options to help parents/carers with childcare costs.

Parents may use one of the following schemes:

- Tax-free childcare - for working families
- Universal credit - for working families
- Tax credit - for working families

Any one of the schemes can be used with Free Hours of Childcare

- For 2 year olds - for families getting certain government support (15 hours free childcare)
- For 3 & 4 year olds - for all families (15 hours free childcare)
- For 3 & 4 year olds - for working families (30 hours free childcare)

Please speak to the nursery manager to confirm which options we offer

Contact us

We're here for you, so feel free to contact our manager to arrange a tour or ask further questions.

Nursery Manager: Candice Walker

Tel: 01242 5232016

Email: candice.walker@myohana.co.uk

