The Meadows

Cheeky Chimps Childcare

Payment policy

All nursery fees are payable in advance of any session booking. Invoices are generated approximately 3 weeks in advance of the due date.

Late payment fees will be applied to any payments not received before or after the due date. Any hours or days your child does not attend Nursery are not interchangeable and are still chargeable. This includes, Holidays, sick days, bad weather, or any other reason your child does not attend.

The only days or hours that are not chargeable are the bank holidays, and during the Christmas Closure period.

We have stringent guidelines as follows:

1- Full fees are payable in advance.
   a. Late payment charges start from the 1st of each month with a charge for each day late including weekends,
   b. After 1 week late you child will not be able to attend until payment is made in full, including days not attended – late fees will continue to be applied
   c. After 2 weeks we will give 4 weeks' notice to cancel your child's place and see legal action to recover the owed fees. – late fees will continue to apply throughout the notice period.
   d. If payment is not made by the end of the notice period, the nursery will initiate our debt collections partner.
2- if a place is subsidised, families must provide proof of eligibility for funding and ensure all paperwork is provided in advance.
3- Fees owing will not be tolerated and can put the child's place in the nursery at risk.
4- Fees must be paid even when a child is absent for any reason. If a child is away for a month and the nursery is unaware the place may be revoked.
5- If a family is having difficulties with payments, they must speak to the management team immediately, so we can review and support with a plan. If fees are not being paid regularly, the nursery will initially make a verbal and then a written request for payment by an agreed date.
6- We accept childcare vouchers from all companies, please speak to the nursery regarding individual accounts, companies etc., however it is still the family's responsibility to ensure payments are made by these companies. Any credit from voucher companies will be returned to the company and not to the family.
7- For any families claiming the 30 hours, it is parents' responsibility to complete the HMRC form to receive their code to be given to the nursery. Any short fall in funding must be paid by the parents; this includes any notice period.
   a. The nursery cannot process any funded places until codes are received. Therefore, bookings will be places under privately paying until the code is received and checked. It is also up to parents to renew their codes termly. If codes are not renewed termly and therefore cannot be used parents will be charged for the hours privately.

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Gemma Farrar 14.9.2026
Review date 14.9.2027

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