



## 7.5 Charging policy

The aim of this policy is to clearly set out what charges will be made for services offered by Bouncing Beans Nursery. This charging policy has been formulated in accordance with guidance from Norfolk County Council.

### Our Fees

#### Unfunded fee rates

Fee rates as of 1 <sup>st</sup> April 2026	All Rooms	
Morning 8.00am to 1.00pm	£40.00	
Afternoon 1.00pm to 5.00pm	£32.00	
Afternoon 1.00pm to 5.30pm (includes a light tea)	£38.00	
Full day 8.00am to 5.00pm	£72.00	
Full day 8.00am to 5.30pm (includes a light tea)	£78.00	
<b>Hourly rate</b>	£8.00	
Cooked lunch – optional extra	£2.50 (age 1year+)	£3.00 (Goslings & Cygnets rooms)

All unfunded fees are inclusive of morning and afternoon snacks, drinks - milk and formula milk; events, enrichment activities and services; non-food consumables.

**Fees are reviewed annually in April** - Families will be given a minimum of 6 weeks' notice in writing to inform them of any changes and given the opportunity to discuss their options with the nursery Manager.

# Help with the cost of childcare

## Tax Free Childcare

What is tax free childcare?

Tax free childcare is a government programme to help your family with the cost of childcare. You may be entitled to support of up to £2000 per child, per year (that's up to £500 every three months) to help with the cost of childcare. This goes up to £1000 every three months if your child is disabled (up to £4000 each year).

If you get Tax-Free Childcare, you'll set up an online childcare account for your child. For every £8 you pay into this account, the government will pay in £2 to use to pay your provider.

You can get Tax-Free Childcare at the same time as the Early Education and Childcare Funding Entitlement if you're eligible for both.

You cannot get Tax-Free Childcare at the same time as claiming Working Tax Credit, Child Tax Credit, Universal Credit or Childcare Vouchers.

Do I qualify?

You can apply for Tax-Free Childcare if:

- You and your partner (or the sole parent in a lone parent family) are in work with each parent earning, on average, a weekly minimum equivalent to 16 hours at National Minimum wage (NMW) or National Living Wage (NLW) and not more than £100,000 each per year.
- Your child is aged 11 or under (or 16 years old if they are disabled)
- The child you are applying for usually lives with you
- You work in the UK

If you are self-employed and started your business less than 12 months ago, you can earn less and still be eligible for Tax-Free Childcare.

The scheme will be available to parents on paid sick leave and paid and unpaid statutory maternity, paternity and adoption leave.

**If you're not currently working** - You may still be eligible if your partner is working and you get any of the following: Incapacity Benefit, Severe Disablement Allowance, Carer's Allowance or (in Scotland only) Carer Support Payment, contribution-based Employment and Support Allowance

To check your eligibility, visit [www.beststartinlife.gov.uk](http://www.beststartinlife.gov.uk)

Which scheme you're better off with depends on your situation. Use the childcare calculator on the website to work out which type of support is best for you.

## The Early Education and Childcare Funding Entitlement

### Working families

Early Education & Childcare Entitlement for **working families**' children aged 9 months to 4 years - 1140 hours over a 12-month cycle

Children aged 9 months to 4 years old of working families are entitled to 30 hours per week of early education for 38 weeks or stretched for the equivalent number of hours across more weeks of the year. As we are open 50 weeks a year (closed on all Bank holidays and for two weeks at the Christmas to New Year period), we stretch the funding to cover those weeks which works out at 23 hours per week.

Children will qualify for the funding the term after they turn 9 months old:

Child born between	When they can get their hours from	Recommended time to apply	Date code must be received by
1 <sup>st</sup> September to 31 <sup>st</sup> December	Spring term – starting on or after 1 <sup>st</sup> January	October to November	31 <sup>st</sup> December
1 <sup>st</sup> January to 31 <sup>st</sup> March	Summer term – starting on or after 1 <sup>st</sup> April	January to February	31 <sup>st</sup> March
1 <sup>st</sup> April to 31 <sup>st</sup> August	Autumn term – starting on or after 1 <sup>st</sup> September	June to July	31 <sup>st</sup> August

To be eligible you, and any partner, must each expect to earn at least:

£2,380 before tax if you're aged 21 or over (equivalent to £183 per week)

£1,788 before tax if you're aged 18 to 20 (equivalent to £137 per week)

£1,331 before tax if you're under 18 or an apprentice (equivalent to £102 per week)

If you, or your partner, are currently not working you may still be eligible. Use the link below to check if you are eligible.

You can't get this early years education entitlement if you, or your partner, each individually expect to earn over £100,000 adjusted net income

To check if you are eligible and to apply visit: <https://www.gov.uk/applyfree-childcare-if-youre-working>

If you're eligible, you'll receive a childcare account and a code

You can find out about all the options available to help with the cost of childcare by visiting the Government website: [www.beststartinlife.gov.uk](http://www.beststartinlife.gov.uk)

## Families of 2-year-olds with Special Circumstances

### Early Education & Childcare Entitlement for 2-year-olds receiving additional forms of support - 570 hours over a 12-month cycle

If you receive qualifying benefits, your two-year-old may be entitled to up to 15 hours per week of early education for 38 weeks or stretched for the equivalent number of hours across more weeks of the year. As we are open 50 weeks a year, (closed on all Bank holidays and for two weeks at the Christmas to New Year period) we stretch the funding to cover those weeks which works out at 11.5 hours per week.

Eligible 2-year-olds can receive their education entitlement from the term after their second birthday:

<b>Child born between</b>	<b>When they can get their hours from</b>
1 <sup>st</sup> September to 31 <sup>st</sup> December	Spring term – starting on or after 1 <sup>st</sup> January
1 <sup>st</sup> January to 31 <sup>st</sup> March	Summer term – starting on or after 1 <sup>st</sup> April
1 <sup>st</sup> April to 31 <sup>st</sup> August	Autumn term – starting on or after 1 <sup>st</sup> September

You can qualify if you receive any of the following benefits:

- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Universal Credit, and your household income is £15,400 a year or less after tax, not including benefit payments
- the guaranteed element of Pension Credit

2-year-olds can also get their education entitlement if they

- are looked after by a local authority
- have an education, health and care (EHC) plan
- get Disability Living Allowance
- have left care under an adoption order, special guardianship order or a child arrangements order

To find out if you are eligible, please visit the Norfolk Education Online (NEO) website where you can create an account and complete an eligibility check <https://fiso.norfolk.gov.uk/synergy/neo/neo.aspx>

## Early Years Education Entitlement for 3- & 4-year-olds

### Early Years Education Entitlement for 3- & 4-year-olds - 570 hours over a 12-month cycle

All 3- and 4-year-olds are entitled to a total of up to 15 hours of early years education for 38 weeks or stretched for the equivalent number of hours across more weeks, per year. As we are open 50 weeks a year (closed on all Bank holidays and for two weeks at the Christmas to New Year period), we stretch the funding to cover those weeks which works out at 11.5 hours per week.

This is a universal entitlement for all children and applies until they reach the compulsory school age. Children will qualify for an education entitlement place the term after their third birthday.

In addition to the 15 hours universal education entitlement, eligible **working families** of 3- & 4-year-olds can access the additional 15 hours early years education entitlement for 38 weeks or stretched for the equivalent number of hours across more weeks, per year.

Child born between	When they can get their hours from
1 <sup>st</sup> April to 31 <sup>st</sup> August	Autumn term after their third birthday – starting on or after 1 <sup>st</sup> September until they go to school
1 <sup>st</sup> September to 31 <sup>st</sup> December	Spring term after their third birthday – starting on or after 1 <sup>st</sup> January until they go to school
1 <sup>st</sup> January to 31 <sup>st</sup> March	Summer term after their third birthday – starting on or after 1 <sup>st</sup> April until they go to school

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### Using the Funded Hours:

#### Funded hours can be taken as follows:

- Morning 8.00am to 1.00pm (5 hours)
- Afternoon 1.00pm to 5.00pm (4 hours)
- Full day 8.00am to 5.00pm (9 hours)

Late session 5.00pm to 5.30pm including tea (unfunded – £6.00 per session)

Hourly rate – chargeable when a session is only part funded, or the maximum entitlement is reached - £8.00

## Chargeable extras for families accessing a funding entitlement

The Government funding is a great help towards nursery fees; however, it is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours, or additional services.

At Bouncing Beans, we believe that every child deserves the best start in life, and we pride ourselves on providing a service that goes above and beyond what is expected from the standard Early Years Foundation Stage (EYFS) to ensure that the children in our care are cherished and cared for to the highest standard.

We strive to achieve accreditations with organisations such as Healthy Smiles (community Dental Health) and the Curiosity Approach that ensure the quality of our provision is above the standard expectations for childcare settings.

We have a high ratio of staff to children that is above the requirements of the EYFS enabling every child in our care to receive better individual care and support. We only employ staff who hold a minimum of a level 3 qualification in Early Years which is above the minimum level required of the EYFS.

The Government funding does not pay for all the essentials and extras that make Bouncing Beans Nursery such an incredible place for children. We charge a fee for every funded hour of Early Years Education entitlement that is claimed for your child to cover the cost of the services and activities, consumables and non-consumables that are not expected to be provided as part of the EYFS.

### Chargeable extras for families accessing a funding entitlement

Providers offering early Education and Childcare can charge for the following when families are accessing a funded place:

- Optional services and activities
- Non-food consumables
- Food consumables

These fees, together with the funded hours and non-funded hours will be agreed initially as part of our registration process and will be included in your contract with us.

Unless there are exceptional circumstances, chargeable extras in your childcare contract can only be varied termly (1<sup>st</sup> January 1<sup>st</sup> April and 1<sup>st</sup> September) and must be advised a minimum of four weeks prior to these dates. Changes to sessions and hours or cooked lunches also require four weeks' notice.

## Our chargeable extras:

### Optional services & activities:

**These services and activities are not expected to be provided as part of the EYFS.**

Additional enrichment classes – gardening; mini yoga (our staff are trained to teach mini yoga, which blends physical skills with mindfulness techniques to support children to develop their self-regulation, calmness, and holistic health; cookery; local forest school trips; trips and outings e.g. fire station, garden centre to buy plants for our garden which the children then plant; internal visitors for example Mini Monsters, Pyjama Drama & Incredible Eggs.

Enhanced small group and individual activities – Wellcomm speech and language intervention programme to enable early identification of communication difficulties and to then provide additional support to help progression. As part of our **Healthy Smiles accreditation** with the Community Dental Health team we provide oral health education and tooth brushing. Toothpaste and an individual numbered toothbrush are provided for each child to use at nursery.

Events- Open morning; graduation party for our leavers; parent/carer events for example portrait photography or Cygnet leavers photograph

Premium access to FAMLY, our online learning journal. We use the Family App daily activity feed to provide you with information on your child's daily care routines such as when they had a nappy change, had a sleep, what they had to eat, as well as when they arrived and left the setting. The app is also used to send you your monthly invoice, and you can use this to view your payments and account balance. There is also a child's journey tab where you will find all the information about your child's learning and development. We use this system to record photos, observations, and comments, in line with the Early Years Foundation Stage, to build up a record of your child's development and significant achievements during their time with us from both inside and outside the nursery. You can also use this to message your child's room or the office directly.

USB learning journal presentation pack on leaving the nursery

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### Non-Food Consumables:

**It is important to us that your child feels as comfortable as possible. We appreciate that our parents lead busy lives, and it is easy to forget to pack something for your child. We have the following items available to ensure your child is always safe, happy and content at nursery and that you can feel reassured that they have everything they need while away from you.**

Toiletries to keep your child clean and comfortable - nappies and additional wipes if you run out, and nappy cream. Even if a child is toilet trained nappy cream may be used with your consent if a child has developed some soreness during their session to make them feel more comfortable. We ask that you provide your child with enough nappies and wipes for their session. If you have run out or your child has had a toileting accident that requires considerable cleaning, we may need to use nappies and wipes from our supply.

Paracetamol- for emergency use, in the event of a high temperature, to reduce the risk of your child having a febrile convulsion.

Antihistamine – for emergency use, in the event of your child experiencing an allergic reaction for the first time while at nursery.

Factor 50 child sensitive suncream – We need to top up a child’s sun protection every 2 hours and keep suncream specifically for children at nursery for this purpose. Should you forget to put suncream in your child’s bag they would be unable to go outside as they would be at risk of sunburn, and you would need to return to nursery with suncream as we do not have sufficient staff to supervise them on a 1:1 basis inside on their own when everyone else is outside.

Waterproof clothing - We provide light weight waterproof trousers and jackets to ensure that children can explore and enjoy everything on offer in the outdoor area no matter what the weather.

Spare clothing – We keep a supply of clothing including underwear and socks so that if your child is wet, muddy or has a toileting accident they can be changed to make them feel comfortable if they do not have anything to change in to in their bag. We also have sun hats to ensure children are adequately protected outside should they forget to bring their own.

Aprons & Bibs– We provide tabards and aprons to protect your child’s clothing when they are creating their masterpiece with paint etc. For our Ducklings and younger Goslings, we also provide bibs to protect clothing at mealtimes and soft flannels are provided for children in all rooms to gently clean hands and faces.

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## **Food consumables:**

**Our vision is to inspire a passion for food that lasts a lifetime. Helping future generations to make better choices, and getting the nutrition they need to lead healthy, happy lives.**

Drinks (milk or water) are **not classed as** a chargeable extra and are provided free of charge, mid-morning, and afternoon. Water is freely available to children throughout the day. The Early Years Funding is not intended to cover the cost of snacks or meals.

**Snacks** – We offer children a nutritionally balanced snack morning and afternoon. We are partners with Nursery Kitchen, and our cooked lunch and snack menus are approved by a specialist Early Years nutritionist. This ensures that all our snacks and cooked lunches meet or exceed the nutrition guidelines from the British Nutrition Foundation.

Keeping children safe is our biggest responsibility, and there’s a whole host of procedures in place to ensure we do so. Our meals are designed to avoid ingredient choking hazards, and we carefully select snacks and lunches for allergens to ensure that any child in our care with an allergy is kept safe. All our staff have a level two certificate in food hygiene and paediatric first aid certificates which are updated every three years.

We cater for special dietary requirements, cultural food choices and allergies. Your child's individual dietary requirements including preferences, food allergies and any special health requirements will be collected as part of our registration process. Where appropriate a risk assessment will be completed, and we will work with you to adopt an individual dietary plan for your child.

Our snacks are varied and often children are encouraged to try things at nursery they wouldn't normally eat at home. The children also enjoy celebrating events during snacks for example pancake day and Chinese New Year which would need to be considered if opting out and providing your own.

**Lunches & Cooked meals** – If a child attends a morning session or full day, parents may provide a packed lunch, or we offer the option of a two-course cooked meal. Our cooked lunches are charged in addition to our fees.

**Cooked lunches** - The early years are a time of rapid growth and development, which requires fuel from food with the right balance of nutrients specifically for young children. It's also the time where crucial taste preferences are made, which can affect health in later life. That's why each meal created by our partner Nursery Kitchen is analysed by their nutritionist to ensure it meets or exceeds early years nutrition guidelines from the British Nutrition Foundation.

Nursery Kitchen's overriding mission is to inspire children to love nutritious food and understand where it comes from, so that they can make better choices as they grow and have healthy, happy futures. We wholeheartedly align with this mission, and believe that together with Nursery Kitchen, we can achieve great things for our children. With a team of expert chefs and nutritionists, Nursery Kitchen prepare all our meals by hand and then deliver the freshly prepared meals ready for us to cook in our nursery and serve to children. Several of their dishes have even won Nourish Kids Awards for their outstanding taste and nutrition. Nursery Kitchen also provide webinars for parents on subjects such as weaning and food refusal with their expert nutritionist, and recipes so that our meals can be recreated at home.

**Packed Lunches** – You may provide your child with a packed lunch for their morning or full day session, however, **to protect our children with severe allergies** and to comply with the Government's EYFS nutrition requirements, our Healthy Smiles (oral health) and Nursery Kitchen nutrition accreditations the lunch must not contain any non-permitted foods listed in our packed lunch policy. Our list ensures suitable and practical food products are supplied which promote healthy eating and avoids cross-contamination or risk to children with dietary requirements. A copy of our packed lunch policy is shared with families prior to registration.

Lunch box items containing nuts or nut products or non-permitted foods will be removed to protect any children with severe allergies. It may at times be necessary to restrict other foods in packed lunches dependant on children with severe allergies in the setting.

It is not possible to refrigerate food brought in from home. Food must be suitably packed, in a clearly named insulated lunch bag containing an ice pack to keep the contents cool and items prepared to minimise any choking risk and ready for your child to consume.

For children under one year old, we can accept sealed baby food jars or ready meals as part of their packed lunch. Unfortunately, The Food Standards Agency does not permit us to reheat food brought in from home for health and safety reasons.

## Our Fees for chargeable extras:

	3–4-year-old Funding	2-year-old & 9-month-old Funding
Services & Activities	£1.00 per funded hour	70p per funded hour
Non-food consumables	40p per funded hour	40p per funded hour
Food consumables – snack	30p per funded hour	20p per funded hour
Total per funded hour for all 3 chargeable extras	£1.70	£1.30
Food consumables – Cooked lunch	£3.00	£3.00 2-year-old    £2.50 (age 1year+)

## Reserving a place at Bouncing Beans:

### Deposit –

- To reserve a place for your child at nursery, a deposit of £60.00 is required together with the completed registration form.
- Where your child is only attending sessions that are fully funded, the deposit will be returned within 6 weeks following the first day of attendance.
- Where you have agreed a contract for more hours than are covered by the free funding (additional hours), or chargeable extras the deposit will be returned when your child leaves and any outstanding fees have been paid.
- The deposit will not be returned where a place is no longer required, and your child does not start at Bouncing Beans.

### Registration –

- A registration fee of £40.00 is charged once a childcare place has been offered. This is voluntary where families do not pay for any additional hours. Where a place has been reserved for a child who has not yet been born, the registration fee and form will be requested when the baby arrives.
- Where a registration fee is not payable, funded hours will be claimed to cover the hours for a child's settling in sessions and care meeting with parent/carer either at home or nursery.
- We ask to see the child's birth certificate on registration to confirm they have reached the eligible age for the free Early Years funding entitlements.

## Our support for families with special circumstances:

Two-year-old funded children with a Norfolk Education Online (**NEO**) eligibility code, and parents of children aged 9 months to 4 years old, in receipt of qualifying benefits and are eligible for the Early Years Pupil Premium (**EYPP**) are exempt from our chargeable extras fee.

Early Years Pupil Premium (EYPP) - To be eligible for EYPP you must be in receipt of at least one of the following:

- [Income Support](#)
- income-based [Jobseeker's Allowance](#)
- income-related [Employment and Support Allowance](#)
- support under [part six of the Immigration and Asylum Act 1999](#)
- the guaranteed element of [State Pension Credit](#)
- [Child Tax Credit](#) (provided you are not also entitled to [Working Tax Credit](#)) and have an annual gross income of no more than £16,190
- [Working Tax Credit](#) run-on, which is paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit - your household income must be less than £7,400 a year after tax not including any benefits you get

You may also get early years pupil premium if your child is currently being looked after by a local authority in England or Wales or if your child has left care in England or Wales through:

- adoption
- special guardianship order
- a child arrangements order

## Additional information

Chargeable extras:

If you are unable to pay for or wish to amend your contract, please speak to Jo Peasgood (owner/manager) to discuss the alternative options available.

Fully funded afternoon sessions - 1.00pm to 5.00pm - are available to parents who would experience financial difficulties meeting the cost of the chargeable extras' payment. Parents must only be accessing their free hours and not require any additional hours for their child. Entitlement to these must be approved by the nursery manager at the point of registration and are subject to general session availability.

**It is not possible to select items from each list for your child to participate in or for you to supply;** fees are applied in full where attendance is anticipated as part of your agreed childcare contract.

## Optional services & activities:

We are required to deliver the funded entitlements consistently, so that all children within our setting accessing any of the funding entitlements receive the same **quality** and access to provision, regardless of whether they choose to pay for voluntary hours, extra services, meals or consumables. The reference to **quality** refers to the basic standards of the Early Years Foundation Stage (EYFS) that ensure children learn and develop well and are kept healthy and safe.

Our optional services and activities are not directly related or necessary for the effective delivery of the EYFS statutory framework. Invitations and opportunities to participate will not be extended to families who have opted out. Children of families who have opted out of optional services and activities will continue to be cared for within ratio in the setting, but they may temporarily move into the room of another age group while the enrichment class, trip or activity takes place.

Access to our Family app is not included for families who have opted out. A child's learning and development record will be a paper-based record of their progress without photographs or video recordings. Information regarding daily routines such as sleep times and nappy changes will be fed back to parents on collection by staff as opposed to being put on the Family app for parents to view immediately. Invoices and account information will be sent by email.

## Non-Food consumables:

Where families opt to supply the listed items instead, sufficient supplies of these must be brought to nursery **every session** when your child is accessing their funded entitlement as there is no capacity to store items at nursery permanently. **All** the listed items must be packed in a cloth or string bag (not plastic bag) which is clearly labelled with your child's name. All individual items must also be clearly named. Calpol must be provided in the form of sachets and sufficient for one age-appropriate dose only due to storage limitations. Medication will be stored in accordance with our medication policy. **It is not possible to select certain items from the list to supply.**

### **Consumables – snack:**

You may provide your own snack, however, **to protect our children with severe allergies** and to comply with the Government's EYFS nutrition requirements, our Healthy Smiles (oral health) and Nursery Kitchen nutrition accreditations, any snack brought in **must be** an item from our weekly snack menu. Snacks must be suitably packed (waste free) in a clearly named container, prepared to minimise any choking risk and ready for your child to consume. Our weekly snack and lunch menus are available for parents to view on our Family app or can be emailed on request.

To ensure the safety and well-being of your child while at nursery, bags will be checked when the child arrives for their session and the non-food consumable items marked off against a checklist to ensure everything your child may require for their session has been provided. Snack, if being supplied by the parent, will be checked to ensure it is a permitted item from our snack list. Only when this has been completed can the child come in for their session. Where food or non-food consumables have not been supplied as agreed and it is necessary for us to supply any individual item listed, the chargeable extra fee will be charged in full for the session. (per funded hour)

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### **Additional charges:**

**The late collection of a child from a session is £5.00 per 5 minutes.** We appreciate that parents may arrive late due to unforeseen circumstances, and we do make allowances for such occasional eventualities. However, when children remain with us after their session has ended, our staff to child ratio (as governed by Ofsted) is affected, and this in turn compromises their safety. If you are not going to be able to collect your child on time, please ring to let us know.

**Fees - Late payment charge.** Fees are due a month in advance. **Your invoice will be sent to you by email through the FAMILY app around the 20<sup>th</sup> of the month, and payment is required in full by the end of the month.** If we do not receive payment by the due date, then a **10% charge (minimum £5.00)** will be added to the next month's invoice. Non-payment of fees could result in the termination of your child's place at Bouncing Beans. We welcome payments for fees by bank transfer to Sort Code 09-01-28 Account 93580631 or from a tax-free Childcare voucher scheme.

### **Notice period**

If for any reason you wish to remove your child from the nursery, or cancel an existing session, we will require one month's notice in writing or by email, or payment of one month's fees. This notice period is still applicable for fully funded places. Any funding entitlement claimed beyond the notice period is transferable to your new childcare provider via the local authority where the funding criteria is met. If your child leaves before the end of the agreed notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the end of the notice period, together with any additional fees which formed part of your childcare contract.

## Absence

If a child is absent due to, for example, sickness or days out with family, fees must still be paid. Funded hours, additional hours and the chargeable extras payment are not refunded in these circumstances.

## Holidays

Bouncing Beans is closed on all Bank holidays. There is no charge for these days, or for the one week at the end of August, and one week at Christmas when the nursery is closed. Funding is not claimed for these dates. **Our holiday year runs from 1<sup>st</sup> September to 31<sup>st</sup> August.** You are entitled to two weeks' holiday, of the days that your child would normally attend, of which no fees are payable (Children starting from 1<sup>st</sup> April are entitled to one week's holiday) For example: A child who attends 3 mornings a week would be entitled to 6 days' holiday. When taking a holiday, please give at least one month's written notice of the days that your child will be absent from the nursery.

## Emergency closure

If the nursery closes there will be no charge to parents. The session cost plus any additional costs such as cooked meals will be credited to your next month's invoice. For those claiming the Early Years Funding – As advised by Norfolk County Council, free funded hours will not be refunded for short term emergency closures. Where the emergency closure is for longer than five days, we will seek advice from the Local Authority. Unfunded hours and chargeable extras payment will be credited to your next month's invoice. If the nursery remains open during adverse weather conditions, fees are still payable even if you decide not to send your child in.

## Funding offer queries

If you have any queries related to how we offer the funded hours, please contact Jo Peasgood (Owner/manager) by email at [mail@bouncingbeansnursery.co.uk](mailto:mail@bouncingbeansnursery.co.uk) or by telephone 01953 857311. If the matter is not resolved adequately then you can contact the Local authority.

A written communication can be sent in as follows:

**Email:** [earlyyearsandchildcare@norfolk.gov.uk](mailto:earlyyearsandchildcare@norfolk.gov.uk)

**Post:** FAO Jo-anne Lamb, Early Years Learning, County Hall, Martineau Lane, Norwich, Norfolk NR1 2DH