

# Kid Ease Nursery, NORWICH – MAY 2026

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## **ADMISSIONS, COMPLAINTS AND CHARGING POLICY**

This policy is valid from 1 May 2026.

Kid Ease operates 51 weeks a year, 5 days a week, and is pleased to offer Free Early Education (FEE) and Free For Twos (FF2) for eligible parents, as well as private, paid sessions following our Charging Policy below.

### **ADMISSIONS POLICY**

#### **Eligibility Checks**

As part of the registration process, parents/carers will be required to provide documentation to evidence their child's date of birth. This is to confirm they have reached the eligible age for the funded entitlement. A copy will not be retained but may be requested again later by the Local Authority for audit or fraud investigation purposes.

We aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes. This will be in partnership with families and consent will be sought prior to submitting a claim/application.

#### **Funding Offer**

Free Early Education is offered within the national parameters to families 48 weeks of the year (or 38 weeks for children attending only during term-time).

Funding can be claimed as follows any day of the week from Monday to Friday:

- Day: 10am to 6pm
- Morning: 8am to 1pm

### **COMPLAINTS POLICY**

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way, a complaint can be submitted directly to the Nursery Manager.

### **CHARGING POLICY**

#### **Fees and Chargeable Extras**

#### **1. Additional hours (Private Paid Hours – not funded by the local authority)**

- 0-2 years old:
  - 8am-10am: £22
  - Full Morning (8am-1pm): £50 (including lunch)
  - Full Afternoon (1pm-6pm): £47 (including tea)
  - Full Day (8am-6pm): £95 (including lunch and tea)
- 2-5 years old:
  - 8am-10am: £24
  - Full Morning (8am-1pm): £48 (including lunch)
  - Full Afternoon (1pm-6pm): £45 (including tea)
  - Full Day (8am-6pm): £91 (including lunch and tea)

#### **2. Food Consumables**

Government funding does not cover the cost of meals. We provide freshly prepared, nutritious lunches and teas as part of our day – food we are genuinely proud of and that we believe makes a real difference to children's development and wellbeing.

To help cover these costs, we add the following food charges:

- Lunch: £4
- Tea: £2

**Opting out:** If you would prefer not to take our catered option, please speak with the nursery manager, who will discuss alternative options with you.

### 3. Optional services (ad hoc):

Outside of the funded offer, we also offer flexible 3-hour crèche sessions 9am-12pm or 1pm-4pm at £30.00 per session payable in advance. We also offer a fixed early bird service for parents who need to drop off their child from 7.30am – 8am and a fixed late collection from 6pm – 6.30pm; these ½ hour sessions are charged at £7.00 each and the early bird includes breakfast.

Emergency childcare hour	£20.00	(emergencies only)
Fixed early bird ½ hour	£7.00	(7.30am – 8.00am)
Fixed late collection ½ hour	£7.00	(6.00pm – 6.30pm)
Crèche	£30.00	(9am-12pm & 1pm-4pm; ad hoc, flexible)

All our sessions are inclusive of additional learning opportunities, and for under two-year olds, nappies (up to maximum size 5), creams and selected formula milks.

All fees are payable on the 1<sup>st</sup> of the month for the month in advance. Four weeks' notice is required to amend, increase or reduce booking patterns / childcare arrangements.

A 14% discount will be applied for full week registration (i.e. 50 hours). A 10% discount is available for older siblings when more than one child is registered at the nursery.

### **Deposit**

A deposit equivalent to two weeks of fees will be charged to secure a place at this setting. Funded-only children will not be charged a deposit. Where families have agreed a contract for more hours than the early education entitlement, the deposit will be returned when the contract is terminated, and any outstanding fees have been paid in full.