Thank you for choosing Flying High for your child’s early education. We are looking forward to building a happy and supportive relationship with you while your child is in our care.

We would like to explain how you can pay your child’s nursery fees to us each month.

Each month you will receive an invoice for your fees for the following month about a week before the end of the month. This invoice will be sent to you via our Famly app so please ensure that you have this downloaded onto your phone and that we have your most up to date email address. You will need to activate the link sent to you to create your account. If you have any problems, please let us know and we will be able to help you.

If you need to query your invoice please do so before the start of the month so that we can make any changes needed. Invoices are due for payment by the 7th of the month. If payment is not received by this time, then there will be a 5% surcharge added to the invoice to cover additional administration costs. Payment of the new amount is payable by the 14th of the month. If payment is not received by this date, then your child ‘s place will be put on hold until the outstanding fees are paid. We are a small nursery therefore in order to maintain our staffing levels we must have payments in promptly. If you are experiencing hardship and are unable to pay your fees, please speak to us immediately so that we can make arrangements for you to bring your fees up to date as quickly as possible.

There are several ways that we accept fees. The Tax-Free Childcare Account and directly by BACS are our preferred methods of payment.

1. **Tax free childcare account**

If you are working parent and do not receive funding for your child’s nursery fees from any other source then you can register for a Tax-Free Childcare account [Tax-Free Childcare - GOV.UK (www.gov.uk)](https://www.gov.uk/tax-free-childcare) Provided you qualify the Government will add 20% to whatever you put into the account. You then pay the fees to us directly from this account.

1. **BACS**

You can pay your fees directly to us through your bank account. Our account details are:

Account number: 59418184 Sort Code; 01-09-31

Please make sure that you put your child’s name as the reference so that we can allocate the funds to your invoice.

1. **Card Payment**

You can make payment for your invoice via our card machine – you will need to come into the branch to make this payment**. There is a 2% surcharge for this method of payment if it is greater than £100.**

1. **Cash**

We prefer not to take payments in cash. If there is no alternative then we will accept cash payments. Please ensure that you obtain a receipt from us for your payment.

The sessions you wish your child to attend must be booked one month in advance and will be invoices as above. Any changes in your sessions must be notified to us **one month in advance** so that we can ensure the correct staffing ratios.

Unfortunately, we are unable to give credits or offer alternative sessions if your child is absent from nursery at short notice. If you wish to discuss any aspect of your child’s attendance at nursery then please speak to the Nursery Manager, not a member of staff in the rooms, as they will be able to explain availability to you.