**QUEEN’S UNIVERSITY BELFAST**

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Childcare Services

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**Payment Policy**

Methods of Payment

Fees are payable for the number of weeks as specified in your agreed payment plan.

Fees must be paid on the first Friday of each month.  Failure to do so may jeopardise your place in the setting.

For students on a 10-month payment plan and Out of School children, weeks booked in July and August will be calculated and billed monthly in advance.

Fees can be paid by Card, Bank Transfer, Childcare Vouchers, Tax-free Childcare and Salary Sacrifice (Staff only). The Card Payment facility is available in the Childcare Site.

Where paying via Bank Transfer please include what the payment relates to and your child’s name in the payment reference to assist with correctly matching your payment to your child’s childcare account, for example:

“Creche fees – John Smith”

and email a copy of the remittance to [childcare-invoices@qub.ac.uk](mailto:childcare-invoices@qub.ac.uk)

Deposits

A deposit of £300.00 is payable per child upon acceptance of a place.

Deposits will be returned at the end of your first contracted year.

The deposit will not be refunded if you don’t take up your place.

Retainers

For student parents whose children are returning to Childcare Services for the next academic year and are not attending over July and August, a retainer fee of £150.00 per child is required. This fee should be paid in June and will secure your child’s place for the next academic year. This retainer fee will be offset against your September fees but will not be refunded if you do not take up your place.

Late Collection Fees

If you are late collecting your child, you will be charged a fee of £10 for every 15 minutes or part thereof used after close time. This fee will be added to your monthly bill and will be clearly identified on your invoice.

Notification for Leaving

If it is your intention to relinquish your childcare place, you are required to give one month’s notice in writing. Failure to do so will result in you being liable for one full month’s fees.

Change in attendance/booked sessions

We require at least one month's notice of any change requests. Any such changes will be at the discretion of the Service and will be effective from the start of the following Semester.  Your invoices will be amended as of the agreed start date of the revised attendance pattern. Please refer to the Frequently Asked Questions section on the Childcare Website for further information.