

# 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 upon receipt of invoice. Failure to do so may jeopardise your childcare place. Weeks outside the semester are calculated on a weekly rate and must be paid monthly in advance. Payment will be accepted online via card through our Flywire eStore by clicking [here](#), as well as childcare vouchers, tax-free childcare, and salary sacrifice (staff only).

#### Deposit / Admin Fee

A payment of £300.00\* is required per child upon acceptance of a place.

\*For any places offered after 01 March 2025 please note that £100.00 will be retained as an admin fee.

**Staff/External parents:** As places are offered for 12 months, the remaining £200.00 will only be returned after 12 months attendance.

**Student parents:** As places are offered for either 10 or 12 months, the remaining £200.00 will only be returned after your child has attended for this period.

**Out of School parents:** As places are offered for 10 months, the remaining £200.00 will only be returned after your child has attended for this period.

The deposit will not be refunded if you do not take up your place or if your child leaves before the 10- or 12-month period.

#### 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 £200.00 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.

For parents who are not staff of Queen's University whose children are returning to Childcare Services Out of School Club for the next academic year, a retainer fee of £200.00 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 £15 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. Effective 1 April 2025.

### Notification for Leaving

If it is your intention to relinquish your childcare place, you are required to give one month's notice in writing by emailing [Childcareservices@qub.ac.uk](mailto:Childcareservices@qub.ac.uk) advising the date of your child's last day. Failure to do so will result in you being liable for one full month's fees.

### Reduction to booked sessions

We require at least one month's notice of any reduction in sessions. Any changes will be at the discretion of the Service and will be effective from the start of the following Semester. Your sessions and invoices will be amended from either 1<sup>st</sup> September, 1<sup>st</sup> January or 1<sup>st</sup> April as applicable.

### Extra Sessions

Once any requests to book extra sessions have been confirmed these must be paid for regardless of whether a child attends.

### Non-notification of absence – Out of School only

If you know your child is going to be absent from primary school and therefore will not require Childcare Services to collect, you must let our team know by phoning the main office on 02890 971288 before 11.30am on the day of absence. Otherwise, you will be charged £10 each time this happens due to the disruption it causes our team and children during collection times. This does not include exceptional circumstances. Effective 1 April 2025.

### Starting/leaving during the Academic Year

If your child starts during the Academic Year, your first month's invoice will be for the number of sessions attended that month. From the following month, your invoicing will follow our standard Fixed Price Invoicing Schedule so you will be billed for a set number of weeks each month in line with the fee tariff applicable.

If your child leaves during the Academic Year, your final monthly invoice will be for the number of sessions your child would have been expected to attend that month, based on their normal attendance pattern, up to the date of one calendar month from your written notice is received or their leaving date (whichever is later).