

## Table of Contents

Welcome to Elmtree Preschool.....	2
A message from Elmtree Preschool’s Manager and Curriculum lead, Becky Meacham .....	2
Our story.....	2
Our charity status .....	3
Elmtree Ethos.....	3
Our Pedagogy .....	4
Elmtree Preschool at Cotham Gardens Primary School .....	4
Session options.....	4
Drop off:.....	5
Pick up:.....	5
What to bring each day.....	5
Elmtree Preschool’s daily routine .....	5
Funding, Fees, Donation and Payment Policy .....	6
Eligibility for Funding.....	6
Minimum number of sessions.....	7
Opening Hours .....	7
Sessions, Fees and Charges .....	7
Consumable charges .....	7
Nappy changing consumables.....	8
A flexible and fair approach .....	8
Drop off and Pick up Policy and Procedure.....	9
Making best use of your funding.....	9
Voluntary donations.....	10
Trips .....	11
Packed Lunch.....	11
Provision of trips, activities and experiences .....	11
Registration and Admin fee.....	11
Late fees .....	12
Late Payment of invoice .....	12
Late collection of your child.....	12
Absence / Illness .....	12
Is my child too ill for school? - NHS .....	12
Reducing sessions.....	13
Cancellation of reserved place .....	13
Inset Days .....	13
Closures .....	13
Ad-hoc/casual bookings.....	13
Payment Procedure .....	14
Payment methods.....	14
Family App.....	14
Useful Contact Details .....	15
Useful websites .....	15

# Welcome to Elmtree Preschool

A message from Elmtree Preschool's Manager and Curriculum lead, Becky Meacham

## Our story

I thought it would be helpful to introduce Elmtree Preschool and share a little about our history, ethos, and the values that shape everything we do.

I have always worked in Early Years Education and knew from an early age that I wanted to become a preschool teacher. I began my career as an Early Years Assistant while completing a childcare diploma at college. I then went on to complete my degree and Early Years Teacher Status. In 2010, after graduating and moving back to Bristol I became the manager of the very preschool where I had started my career. After having my second baby I managed another preschool in Bristol, which sadly chose to close shortly after the covid-19 pandemic.

Opening a preschool had always been a dream of mine, so following the news of closure I teamed up with a colleague, and in 2022 we began the process of registering as a not-for-profit charity and applied to Ofsted. We officially opened our doors in April 2023 with just two children on roll, running from a community centre's annex.

I used part of an inheritance from my Gran to help establish Elmtree Preschool. She was a retired paediatrician who was deeply passionate about holistic care, education, and supporting families within the community. Being able to use part of my inheritance to create Elmtree has always felt like a meaningful tribute to her life's work and values.

Over the following two years, Elmtree grew steadily in both numbers and reputation, allowing us to build a wonderful team of Early Years Practitioners. In July 2025, we began an exciting new chapter when we signed the lease and moved into our new home at Cotham Gardens Primary School. A few months after the move my co-manager decided to step away from Elmtree, and I took on the role of sole manager.

Our first academic year at Cotham Gardens has been wonderful, and we have continued to grow from strength to strength as both a team and an established part of the wider school community. I am so fortunate to have a dedicated and supportive team of Early Years Practitioners, volunteers and trustees, all who share the same commitment to providing the very best preschool experience for children and their families.

## Our charity status

As a not-for-profit charity, children are at the heart of every decision we make. Without shareholders, any surplus income is reinvested back into the preschool, enabling us to continually improve our learning environment, resources, team development and the support we provide to children and families. Alongside my day-to-day role at Elmtree Preschool, I also volunteer as one of Elmtree's trustees. I continue to volunteer a proportion of my working hours each week to support the preschool.

## Elmtree Ethos

At Elmtree Preschool, we believe childhood should be filled with curiosity, creativity and enjoyment. Our aim is to create an environment where every child feels safe, valued and inspired to explore, express themselves and celebrate their individuality. We embrace child-led, holistic learning through play, and place great importance on building strong relationships with families and the local community. We also treasure the close-knit, nurturing atmosphere that a preschool naturally offers - it's what makes Elmtree Preschool such a special place for children to begin their learning journey.

Thank you for taking the time to read our Welcome Booklet. We hope it provides you with helpful information and gives you a sense of who we are and what matters to us. Please keep it to refer to during your time at Elmtree Preschool, and if you have any questions, we are always happy to help.

*With love.*

*Becky*

**Becky Meacham**

Elmtree Preschool Manager and Curriculum Lead

**Email:** [hello@elmtreepreschool.org.uk](mailto:hello@elmtreepreschool.org.uk) **Telephone:** 07354 753387 **Website:** [elmtreepreschool.org.uk](http://elmtreepreschool.org.uk)

## Our Pedagogy

At Elmtree Preschool our approach is rooted in child-led, play-based learning. We value a calm, nurturing and engaging environment where children are free to explore through open-ended, free-flow play. Our planning is guided by the children's interests and developmental needs, allowing learning to unfold naturally and meaningfully. We see the *enabling environment* as a key part of teaching – with thoughtfully set up spaces, both indoors and outdoors, to invite curiosity, independence, and creativity. Outdoor play is a daily part of our routine, whatever the weather, as we believe nature offers endless opportunities for discovery, wellbeing, and connection.

We place great importance on personal, social and emotional development, ensuring each child feels seen, heard, and supported. Our team builds warm, respectful relationships with children, families and each other, and supports learning by observing, listening, and gently guiding - always placing the child's voice and choices at the heart of everything we do. We feel this approach best supports confidence, wellbeing, and overall development. More information about Elmtree's Ethos and Curriculum can be found on our website; [Ethos & Curriculum](#)

## Elmtree Preschool at Cotham Gardens Primary School

As of September 2025, Elmtree Preschool has been based at Cotham Gardens Primary School, with a Licence to Occupy part of 19 Elmgrove Road. Cotham Gardens Primary School Ltd being the Licensor, and Elmtree Preschool being the Licensee. We currently remain an independent not for profit charity (CIO).

As we are sharing the same premises, we will naturally be part of the whole school community, and we will work in collaboration with Cotham Gardens Primary School. Cotham Gardens and Elmtree Preschool will also collaborate on, and share certain policies, procedures and documents, and Code of Conduct.

All Elmtree Preschool's Policies and procedures are based on the requirements of the Early Years Foundation Stage (EYFS), associated Early Years guidance and best practice.

A copy of all our policies and procedures and accompanying documents can be found in the Policy and Procedure folder, which is available electronically via the FAMILY App (we aim to minimise printing on cost and environmental grounds).

## Session options

Elmtree Preschool is currently open Monday – Thursday (term time)

- Full day: 8.40 - 3.15
- Packed Lunch Club: 8.40 – 1.15
- Morning: 8.40 - 12.00

## Drop off:

The school gates open at 8.40.am and close at 8.55am.

Enter the playground, we are based on the ground floor, you will see our banner and little fenced garden.

## Pick up:

If collecting your child at **12.00.pm or 1.15**; please wait out by the main school gates. We will meet you there.

If collecting your child at **3.15.pm**; please pick up from inside the school playground by our fenced garden.

## What to bring each day

- A water bottle.
- A bag with a spare pair of clothes (or two!) For toileting accidents and changes after sensory/messy play.
- Nappies/pull ups and wet wipes.
- A rain jacket.
- Welly boots (we have spare boots you are welcome to borrow)
- Shoes to change in to from welly boots.
- Something that comforts your child; a favourite book, blanket or soft toy (optional, only if needed. We cannot take responsibility should the item go missing or get damaged.
- A healthy packed lunch, if your child is staying for a full day or packed lunch club session.

## Elmtree Preschool's daily routine

At Elmtree Preschool, our daily routine provides a calm and predictable rhythm to the day, while remaining flexible to meet the needs of each child. We recognise that young children's energy levels and interests ebb and flow, and our approach allows time for both lively play and quieter moments of rest or reflection. We adjust timings and activities in response to the children, ensuring that transitions are smooth and unhurried.

This flexibility supports their well-being, engagement and independence, in line with the EYFS 2025 principles of putting children's needs and interests at the heart of practice. A copy of our routine can be found on Family in the document section, and on our website.

Throughout the day, children experience a balance of:

- **Free-flow play indoors and outdoors**, with balance of continuous provision resources and adult guided activities, carefully planned to reflect the children's interests and support all areas of the Early Years Foundation Stage, learning and development.
- **Small group times**, offering opportunities for focused learning, stories, songs and conversations.
- **Care routines**, such as snack, lunch time, personal care and rest, which are valued as important learning opportunities and development.

## Funding, Fees, Donation and Payment Policy

Elmtree Preschool is a registered not-for-profit Charitable Incorporated Organisation, and one of our financial aims is to ensure we do not make a loss at the end of the year. All surplus of funds is directly put back into the preschool's budget for the benefit of the children and families and support the preschool's sustainability.

Each year the budget is carefully planned to ensure we remain a sustainable preschool and can cover all expenditure.

The aim of Elmtree Preschool is to provide a welcoming, inclusive and nurturing preschool community to children and families.

- We purposely keep our sessions small to further support this ethos.
- We structure our fees accordingly.
- As a registered charity we actively encourage Gift Aid donations, and would also welcome small termly voluntary donations, if you are able to do so.
- As mentioned above, everything we make is put back into the preschool for the benefit of the children and their families, and to ensure we remain a high quality and sustainable preschool.
- Fundraising, Donations and Gift Aid make a huge difference to us - the difference between providing the basic care requirement that the government funds and providing the high-quality care every child should receive.

## Eligibility for Funding

The full funding term after a child's third birthday (beginning of Sept, January and April), every child automatically receives 15 hours per week funded Childcare Entitlement. For example, if your child's birthday is in October, funding will become available in the January funded term.

There is up to 30 hours' funding available for two, three and four year olds who are eligible.

To claim 30 hours funding at Elmtree Preschool parents need to apply via this website [Free Childcare for Working Parents: Check if you're eligible - GOV.UK](#)

Following successful application, you will need to provide us with an eligibility code, along with the entitlement letter. A parent/provider agreement form from Bristol City Council must be signed to claim Funded Entitlement. If funding is split between other providers, details must be completed on the parent/provider agreement form.

Please also view this website for more information about your funding entitlement:

[Best Start in Life - Best Start in Life](#)

## Minimum number of sessions

Elmtree Preschool requires parents to book a minimum of two sessions per week. This minimum is in place to support children to settle into the preschool routine well, make positive relationships with other children and the team, and give them the best opportunity to reach their full potential. This can be two of the same sessions, or a mix between two session options available – over 2 days per week minimum.

## Opening Hours

We are currently open MONDAY – THURSDAY TERM TIME ONLY.

**From September 2026 Elmtree Preschool has the following session options;**

- **Full day:** 8.40 – 3.15
- **Morning session:** 8.40 – 12.00
- **Packed Lunch Club Session:** 8.40 – 1.15

## Sessions, Fees and Charges

Sessions	Timings	Cost if paying fees	Hours if funded	Consumable charge
<b>FULL DAY</b>	8.40.am – 3.15. pm	£50	6 hours 35 mins	£2.00 for <b>all</b> consumables
<b>MORNING</b>	8.40. am – 12.00.pm	£25	3 hours 20 mins	£1.00 for <b>all</b> consumables
<b>Packed Lunch Club</b>	8.40. am – 1.15.pm	£35	4 hours 35 mins	
<b>Adhoc / extra sessions booked are charged at the above rate</b>				

## Consumable charges

This refers to a regular charge to families that covers the cost of additional resources and items that are provided outside the basic session and funded rates we receive.

As a not-for-profit charity one of our aims is ensuring high quality childcare is accessible to all families, we strive to keep fees and extra costs to our families as low as possible. Our reasonable consumable charge is inclusive of a healthy morning snack, extra-curricular activities and experiences.

We may occasionally ask for a small contribution for higher budget extra-curricular activities, such as trips or experiences provided by an outside company.

As a not-for-profit preschool we aim to use the termly voluntary donations received to form a budget for these experiences for the term, and we strive to keep any extra contributions below £5 per child each term. For

example, for our end of year trip to the farm (including workshops, lunch hut hire, travel and extra staffing) parents were asked to contribute just £3 per child.

We may also occasionally ask you to bring in an item from home to contribute to activities/ experiences, for example when making apple crumbles we may ask each child to bring in an apple. This initiative was inspired by one of our families, and it is focused on supporting our community ethos, sense of belonging and working as a team.

## Nappy changing consumables

To help keep our consumables charge low for all and being mindful that everyone has their own preferences of brand/type, we ask that you provide nappies/pull ups and wet wipes for your child each session.

## A flexible and fair approach

At Elmtree Preschool we offer you;

- Various session options to best suit your family's lifestyle, this can also help maximise your use of the funded 15 and 30 hours entitlement.
- No restrictions placed on what sessions or times you can use the funding entitlement.
- Flexibility to add extra sessions outside of your funding entitlement to suit your family's needs (where ratio/availability allows, fees will apply).
- Flexibility to book ad-hoc/casual extra sessions (where ratio/availability allows, fees will apply).
- Flexibility to swap a session (where ratio/availability allows, not applicable to inset/ closure days)
- All consumable charges are detailed, transparent and inclusive of snacks, so no surprises!
- Pay you go settling in sessions, with a review after two weeks. \*Subject to availability and fees (if applicable).
- Flexibility with session choices – 'mix and match' session options to suit your family's lifestyle.

When you apply to join Elmtree Preschool you will be asked what sessions you wish your child to attend. We aim to be flexible to suit the needs of your family and have put a lot of thought into the sessions we offer.

If we have the spaces available, we will be as flexible with our offer of places as we can be. If, once your child has settled in, you wish to change, or add-on to your child's sessions we will try to accommodate this. (If ratio, session availability and funding rules allow).

## Drop off and Pick up Policy and Procedure

### Drop off: The school gates open at 8.40.am and close at 8.55am.

- Enter via the playground gates, we are based on the ground floor, you will see our banner and little fenced garden.
  - You are welcome to pop in to help settle your child, but we do politely ask that you leave via the main gates by 8.55.am, unless prior arrangement has been made.
  - After 8.55.am, in line with the safeguarding policy and procedure, a member of the team is required to walk you over to reception to sign you out - this is disruptive to our ratio and can interrupt our routine and settling other children in the group.
  - If you are late, please go via reception, through the glass doors and ring Elmtree Preschool's main number (07354753387).
  - One of us will meet you at reception and take your child(ren) over to preschool.
  - In line with the schools safeguarding policy and procedure, unauthorised adults cannot enter the school or playground unless prior arrangements have been made.
- 
- **If collecting your child at 12.00.pm or 1.15.pm; please wait by the main school gates. We will meet you there.**
  - **If collecting your child at 3.15.pm; please pick up from inside the school playground by our fenced garden.**

**Please note** – Being late is very disruptive to both Elmtree Preschool and Cotham Gardens Primary School. It disrupts our session and takes a member of staff out of the room. This can be very unsettling to the other children and has a negative impact on our routine. Being late for pick up often means extra staffing costs and makes the team late to collect their own children from school, or other commitments. Please try to be on time for both drop off and pick up. Repeated lateness will incur charges.

## Making best use of your funding

You can use your finding entitlement for all sessions and timings. We do not place any restrictions and positively encourage families to make the most of their funding.



You may have seen media coverage about nursery fees, top-ups and hidden costs. So, we just wanted to take a moment to explain how this looks at Elmtree Preschool.

## **Funding**

We currently receive approx. £5-6 per hour per child from the local authority to deliver funded places. While this is often described as “free childcare”, it is in fact only partially funded and does not cover the full cost of providing high-quality early education and care.

## **Elmtree Preschool’s not-for-profit charity status**

Elmtree Preschool’s charity status provides us with a strong ethos to ensure the children are at the heart of all we do and we ensure how our budget is spent also reflects this.

### **This includes;**

- Not placing restrictions on how or when families can use funded hours can be used.
- Offering
- Charging a very reasonable and transparent consumables rate.
- Providing a healthy morning snack at no extra cost.
- We are signed up to receive free dairy milk via the Government scheme.
- We provide oat milk at our own cost for the children and staff that need or prefer a dairy alternative.
- Children bring packed lunch from home.
- We keep our daily session numbers small (maximum of 18 per session) to build strong relationships, support children’s individual development and provide a nurturing environment with enough time and space to learn through play.
- We invite families to contribute a termly voluntary donation.
- We use donations and consumable charges to enhance our budget to offer extra-curricular experiences for no extra or low cost.
- Parents are invited to offer non-monetary support, such as helping on trips, sharing a skill, life experience or activity.
- We have memberships with Early Years Learning Alliance, BAND and affiliated with Bristol City Council – who all offer support and high-quality training opportunities for our teams continued professional development.
- Elmtree organises and takes part in fundraising events.
- We have a team of voluntary trustees who support with overseeing the running of the preschool from a charity perspective.
- We do not have owners or shareholders.
- Becky, Elmtree Preschool’s Manager and Curriculum Lead volunteers for a proportion of her hours each week.


## **Voluntary donations**

As mentioned above, we do invite families to make a voluntary donation each term (approximately every six weeks). This is a suggested contribution, and families are always welcome to give less, more, or nothing at all - every child will always have full access to all activities regardless.

These contributions help us provide experiences and resources beyond the basic level of provision the funded rate realistically covers. For example, purchasing resources for our dinosaur explorer experience, baking ingredients, replenish craft materials, and contribute towards our Forest School sessions with Alex from Hilltops.

## Trips

Occasionally, we may ask for a contribution towards trips, as coach, entry costs and extra staffing required can place strain on our small charity budget. As always, no child will ever be excluded if families can't afford to contribute all or any of the suggested amount.

 As a not-for-profit charity, we are committed to keeping costs transparent and affordable for our families, while continuing to provide the enhanced quality and nurturing experiences your children deserve.

## Packed Lunch

Please provide a healthy and balanced packed lunch for your child. As standard Elmtree Preschool operates a **NO NUT policy**.

A healthy packed lunch for preschool aged children may include.

- A small sandwich, or a pot of rice, pasta, noodles etc
- A piece of fruit (we can chop and/or peel this for your child if needed, just let us know)
- A small pot of chopped vegetables/salad
- A small 'pudding' i.e. yogurt, biscuit, flapjack

We encourage healthy eating at preschool, and staff also act as role models at lunch time, eating with the children. We encourage children to eat their savoury items first, i.e. sandwich, rice, pasta.

Please do not include confectionery such as chocolate bars and sweets in your child's lunchbox. (A small 'pudding' such as a yogurt or small biscuit/flapjack for example is acceptable at preschool).

For more information on healthy eating and healthy packed lunch ideas please click here -

[Lunchbox ideas and recipes – Healthier Families - NHS](#)

**PLEASE ENSURE YOUR CHILD'S ALLERGY AND DIETARY PREFERENCES ARE KEPT UPTO DATE ON THEIR FAMILY PROFILE.**

Speak to a member of staff if you have any questions or concerns.

## Provision of trips, activities and experiences

- Where an extra cost is incurred for trips, activities and experiences our families will be notified in advance.
- We will try to keep the cost of trips to parents to a minimum, as mentioned above. If on certain benefits or facing financial difficulty, please do let us know.

## Registration and Admin fee

To cover administration costs and up to two stay and play visit sessions there is a one-off, non-refundable Registration and Admin fee. This is £35. We do offer a discount on this fee for siblings, and an option not to pay the full amount if in receipt of certain benefits.

## Late fees

### Late Payment of invoice

The team will be sympathetic to parents/carers who are having, or who anticipate having difficulty in paying fees, and it may be possible to arrange an individual payment plan. Any family in this situation should contact Elmtree Preschool at the earliest opportunity to arrange a meeting. Any information shared will be treated in the strictest confidence.

Unless otherwise agreed with the setting manager, if payment of fees is not received by the due date indicated on the invoices, a 1st reminder email will be sent to the parent identified as bill payer on the Registration form. It will detail when the fee payment was due, and the total fee amount overdue.

If fees remain outstanding after this time and no individual payment plan has been arranged and agreed by the setting manager, Elmtree Preschool will reserve the right to add up to a £20.00 charge per month, for late payments.

If payment is still not received within a further 7 days from the 1st reminder and the parent/carer has not discussed payment of the outstanding amount, we will send a 2nd reminder and arrange a meeting to discuss how we can help.

If fees remain outstanding after the above has taken place, it may result in you forfeiting your child's place at Elmtree Preschool, and the place will go to another child on our waiting list.

As a last resort, if the fees due remains outstanding for a further 14 days after the 2nd reminder has been sent and all other approaches have been tried, a recorded delivery letter will be sent to the designated parent/carer advising that legal action will be taken, and collection of the fees may be pursued through the small claims court procedure or by other litigation.

### Late collection of your child

Please contact Elmtree Preschool as soon as you know you will be late collecting your child. We understand that this happens from time to time, but it is helpful if we have notice so that we can explain to your child and plan for the delay in collecting them.

Late collection fees may apply for regular late collections and/or late collection without notifying us. If regular lateness or lateness without notifying us occurs, we reserve the right to charge up to £10 for every 10 minutes you are late. This is to help cover extra staffing costs incurred.

### Absence / Illness

Please do keep off your child if they are unwell. This helps reduce the risk of staff and other children getting ill. Illnesses such as fever, vomiting and upset stomach spread fast amongst a preschool group, please keep your child home for at least 48 hours. This will help reduce the risk of spreading virus and illness, which can have knock on effect to the day-to-day staffing and potentially to the sessions we can offer. Here is a link to help with deciding if your child is too ill to attend.

### [Is my child too ill for school? - NHS](#)

Fees are not refunded for any booked sessions missed due to holidays or any absence for other reasons during term time. We may be able to look into swapping or replacing missed sessions, if your child's attendance pattern allows. This will depend on circumstances, our current availability and ratio.

To report absences please message Elmtree Preschool via Family, via email or our mobile phone;

[hello@elmtreepreschool.org.uk](mailto:hello@elmtreepreschool.org.uk)

Elmtree Preschool Mobile: 07354753387

**Please always provide a reason for absence.**

### Reducing sessions

As standard please provide us with one full month's notice if you wish to reduce your weekly sessions/hours your child attends. This provides us with time to offer the sessions your child will no longer attend to those families on our waiting list or prospective families. Charges will apply if you do not provide this notice.

### Cancellation of reserved place

If you wish to cancel your child's place at Elmtree Preschool after it has been offered and accepted, or while they are attending, please give us a minimum of one preschool term notice, our terms are usually 6 - 7 weeks in length. Please note, this may vary in line with the funding notice period terms. Half term and summer holidays are not included within a notice period.

This provides us with time to offer the sessions your child will no longer attend to those on our waiting list or offer to prospective parents who visit us. Charges will apply if you do not provide this notice.

### Inset Days

Elmtree Preschool is required, as part of the Early Years Foundation Stage Framework, to be closed for one-week statutory days during the year and in term time for staff training, continued professional development and meetings. We will publish our term dates calendar as soon as possible and usually preplan our INSET days. We will ensure all parents have at least one month's notice of closure for inset days.

Staffing costs for inset days are not funded by the government, as these days do not form any part of the 15 hours or 30 hours funding entitlement. In short, we are funded for 38 weeks, INSET days make up a 39<sup>th</sup> week of an academic year.

Fee-paying parents will not be charged for these days.

If we are closed for an inset day on the day your child usually attends, we are unable to provide a funded swap/alternative session for your child on another day. However, you may choose to book an **extra session** for your child if we have availability. You will be charged at the usual session rate, as this will be an extra session and it is not included within your 38-week funding entitlement.

### Closures

Our policy regarding closures due to situations which are out of our control i.e. inclement weather conditions will be made available to you. We aim to keep open as long as it is safe to do so, and we aim to keep disruption to your childcare to a minimum.

### Ad-hoc/casual bookings

We are very happy to consider requests for ad-hoc or casual extra sessions for your child once they are settled into Elmtree Preschool and will do our best to accommodate them.

If you'd like to request session times outside of our standard session options, please do get in touch, we value feedback, and will look into requests.

If your child usually regularly attends preschool for less than the 15 or 30 hours funding entitlement, you are unable to claim more funded hours for any ad-hoc/casual extra sessions until the next relevant term. This is because, once we have submitted our termly funding data to Bristol City Council, we cannot claim funding for any ad-hoc/extra hours. In this case we would charge you at our usual fee rates for any extra hours. More permanent changes to your child's sessions may be claimed for by Elmtree Preschool at certain points during the academic year; you will be given notice of when you can request changes to your child's attendance pattern. Therefore, all ad-hoc or extra sessions are charged at the usual session rate (see above).

### Payment Procedure

Invoices will be created based on your child's usual attendance pattern and any extra sessions you have secured for your child.

Invoices will be sent to the Parent identified on the Registration form as the bill payer.

Invoices are provided via the FAMLY app and are usually sent out during the first couple of weeks of each half term.

The payment each half term (as detailed on your invoice) is usually required within 2 - 3 weeks of receiving the invoice.

Fees are preferred in full but please do speak to us if you'd like to split the payment over two dates.

Any extra sessions above those normally attended will be invoiced at the end of the term in which they occurred, unless they were paid for on the day.

You will receive an invoice detailing the funded entitlement hours, any extra sessions/hours attended outside of the entitlement, the consumables charge and any other fee relevant to the child in the time period.

We will provide details on each invoice of how you can make a voluntary termly donation to Elmtree Preschool (Reg. Charity 1200160).

We can claim Gift Aid on donations.

### Payment methods

Our preferred method of payment is via BACS Transfer:

**Account Name: Elmtree Preschool**

**Bank Sort Code: 51-70-08**

**Bank Account No: 77190785**

We have set up to receive payments via the FAMLY app. We also have a Sumup card reader in the preschool if required, you may incur a small processing charge. We are signed up to other payment options, such as through the Childcare Vouchers or through the government tax-free childcare scheme. Please enquire.

### Family App

Once you have registered your child at Elmtree Preschool you will need to [Download the Family App](#) which you can do by clicking the link, or searching for it within your mobile app store.

This is our main form of communication. We use FAMLY for registration, important information, news, children's profiles, learning journals, accident and incident forms. It also has a language translation tool. Please speak to a member of staff if you have any questions.

## Useful Contact Details

You can find out more information about the whole team at Elmtree Preschool by clicking the link below

 [Meet The Team](#)

- o Elmtree Preschool's main mobile number: 07354753387
- o Elmtree Preschool's main email address: [hello@elmtreepreschool.org.uk](mailto:hello@elmtreepreschool.org.uk)

**Elmtree Preschool's Manager and Curriculum Lead:** Becky Meacham

**Elmtree Preschool's Safeguarding Lead:** Danielle Thomas

You can contact the team by using the above contact information. If emailing, please put FAO: [team members name] in the email subject. You can also contact team members via the Family app message facility.

## Useful websites

- [Elmtree Preschool](#)
- [Best Start in Life - Best Start in Life](#)
- [Bristol Family Hubs](#)
- [Family Support Hubs - Bristol Early Years](#)
- [Portage and Inclusion Partnership \(PIP\) - Bristol Early Years](#)
- [Healthier Families - Home - NHS](#)
- [We're Mind, the mental health charity | Mind](#)
- [Domestic abuse - support available in Bristol](#)