



## **The Butterfly Rooms (Incorporating Woodlands) LTD**

Tank Hill Road | Purfleet | Essex | RM19 1TA

Registered Charity Number: 1148068 | Ofsted Number: 453859 | Company Number: 7984150 | Limited by Guarantee  
Telephone Number: 01708 863 737

**Dear Parents and Carers,**

We are writing to inform you of an important update to our payment process update. As you know, we introduced direct debit payments on 1st September, believing this would provide a smoother system. However, since the change, several issues have arisen with our Direct debit provider.

Invoices will be issued the week prior to payment being due, with payments required every Monday. This change will take effect from 5th January. Please note that all payments before this date will remain unchanged. From 5th January onwards, monthly payments will no longer be accepted.

This adjustment is designed to streamline our operations and provide a more consistent approach for everyone.

### **Key Updates**

#### **Contract Overview**

Your contract outlines your child's agreed days and hours of attendance and confirms your responsibility for the specified payments.

#### **Deposits**

A one-week deposit is required for all new children, payable 14 days prior to the start date.

This deposit will be retained and used in the event of non-payment.

#### **Payments**

- **Weekly Payments:** All fees must be paid weekly via manual bank transfer (BACS).
- **Invoices:** Issued the week before payment is due for the upcoming Monday.

- **Changes to Hours:** Any adjustments will result in a revised invoice and may require an additional deposit.
- **Receipts:** Available upon request.
- **Ongoing Fees:** Fees remain payable during absences due to illness, holidays (including bank holidays), or other reasons.
- **Late Payments:** An 8% weekly interest charge will apply to overdue fees.
- **Non-Payment:** May result in your child being refused entry, with charges still applicable.
- **Unnotified Absences:** Two weeks of absence without notice may result in removal from our register.

## Funding

If your child is eligible for government funding, a valid code must be provided.

If the code is invalid or not functioning, you will be charged for attended hours until the issue is resolved.

## Financial Support

If you are experiencing financial difficulties, please speak with your child's Room Manager or contact Aimee Thompson ([aimee.thompson@tbr136.onmicrosoft.com](mailto:aimee.thompson@tbr136.onmicrosoft.com)) to discuss available options.

## Transition Period

New children will attend a transition period of up to three days, one hour per day.

These sessions are free of charge, and parents are welcome to stay.

After this period, the contract becomes legally binding.

## Notice Period

A four-week written notice is required for cancellations or changes to your child's days or hours of attendance.

For funded children, one full term's notice is required.

For paying parents, the four-week notice period remains in place.

## Late Collection & Early Drop-Off

- **First Late Collection:** You will be asked to sign a late slip.
- **Subsequent Late Collections:** Charged at £1.00 per minute.

- **Early Drop-Offs Without Approval:** Charged at £1.00 per minute. If a child is not collected and no emergency contact can be reached, external agencies may be contacted.

### **Illness & Exclusion**

Children with infectious diseases may be excluded for a period.

Fees will still apply during these times. Please refer to the Welcome Pack for full details.

### **Payment Method**

All payments must be made via manual bank transfer (BACS) to be paid on Monday childcare is provided.

### **Alternative Payment Methods**

For childcare vouchers, student finance, or other schemes, please contact Aimee Thompson to arrange terms.

For full details of our policies and procedures, please refer to the Welcome Pack or visit our website at [www.thebutterfly-rooms.com](http://www.thebutterfly-rooms.com).

If you have any questions or require further clarification, please contact our Business Development Manager, Aimee Thompson at  
[aimee.thompson@tbr136.onmicrosoft.com](mailto:aimee.thompson@tbr136.onmicrosoft.com).

Thank you for your continued support and cooperation.

**Kindest regards,**

The Butterfly Rooms (incorporating Woodlands Pre-School & Nursery)

THE  
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