



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, following our recent pay increase. To ensure greater consistency and transparency for all families across our setting, we will be moving to a **weekly payment system**, effective **1st September 2025**. From this date, **Direct Debit payments will be collected every Monday**, and **monthly payments will no longer be accepted**.

This change is designed to streamline our operations and provide a more consistent approach for everyone. We are providing **one month's notice**, starting **1st August 2025**, to give you ample time to prepare.

Our finance team will be in touch shortly with a link to set up your Direct Debit payment.

Please find below a summary of the key updates:

Contract Overview

- The 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 Direct Debit.
- **Initial Invoice:** Issued once the Direct Debit is established.
- **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 at 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 any cancellations or changes to your child's days or hours of attendance.

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 Direct Debit, collected on Mondays. Failed Direct Debits will incur a £25.00 administration fee. Entry may be refused if payment is not received.

Alternative Payment Methods

- If Direct Debit is not possible, a £5.00 weekly administration fee will apply. 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.

If you have any questions or require further clarification, please do not hesitate to contact our Business Development Manager, Aimee Thompson - aimee.thompson@tbr136.onmicrosoft.com

Thank you for your continued support and cooperation.

Kindest regards,

The Butterfly Rooms (Incorp with Woodlands pre school & nursery)

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BUTTERFLY
ROOMS

