



REFUND POLICY

It is the responsibility of the parent/carer to pay the correct amount each month.

Where a deposit has been made to secure a place at Sunnydale Nursery, this will be deducted from your final month's invoice, where the notice period has been given to allow this to be credited. *It is the responsibility of the parent/carer to ensure this has been deducted in their final month's invoice.*

Any over payments of fees will be deducted from the following month's invoice.

Any changes or queries about invoices, must be made at least 2 weeks before payment is due.

A parent agreement form is given to parents/carers on the home visit and parents/carers are required to sign this before their child can start at Sunnydale Nursery.

Where a refund is required via BACS, this is at the discretion of the Nursery Manager and will incur a £5 bank charge.

The policy was adopted on:	July 2017
Date disseminated to staff/parents/carers:	September 2024
Date for review:	September 2025