

Acorn Childcare

Policy on Refunds

At Acorn Childcare we want to ensure that all parents and carers are treated fairly and equally in respect of monies paid for services received.

Refunds are made:

- Where an administrative error has been made
- Any overpayments by childcare vouchers the refund must be returned to the childcare voucher company, not direct to the parent (PAYE implications)
- If the nursery decides, in conjunction with the parent/ carer/ outside agency, that it is in the best interests of the child to end the placement, a refund will be made for the part term not used. A six week notice must be provided in writing if a child is withdrawing from the nursery.

Refunds cannot be made for:

- Child's sickness
- Holidays
- Hospital appointments
- Child/parent choosing not to come in some days