

**Guidance for Existing Parents**

# **Temporary Weekly Billing Process**

04 April 2020



We appreciate that the current climate is very changeable for our families both current and new. Our aim is to safely support as many Key Workers and children considered vulnerable, which means offering our services to you in these unprecedented circumstances.

This guidance document has been created for all Busy Bees families. We hope that this document will help you understand the temporary changes we have made and answer any questions you may have regarding the new billing process. Should you have any additional questions please speak to your Centre Director who will be best placed to support you and will be able to go through everything with you in person, at safe social distancing, to help you with our new process.

[Questions relating to Key Workers and children considered vulnerable using our service](#)

[Questions relating to all Busy Bees families \(existing and new\)](#)

## **Questions relating to Key Workers and children considered vulnerable using our service**

### **Q. How will I be billed for my childcare place at Busy Bees during this time?**

- A. We will be adjusting our billing process temporarily for this period of time and we will be billing you on a weekly basis, this will need to be paid in advance for the week ahead. By doing so we will be able to provide greater flexibility to Key Workers and adequately staff the required sessions that have been requested. This will be rolled out to everyone from the week commencing 23<sup>rd</sup> March. Due to the timing of the changes to this process the first week will be in arrears.

Please note that all invoices will be manually printed at the Centre and given to you in person as we have disabled the email function on our billing system. Alternatively, we can scan your invoices to you. If this is your preference, then please speak to your Centre Director who will arrange this for you.

### **Q. How will I pay for my Key Worker place at Busy Bees?**

- A. During this time no Direct Debits will be taken for any parent whether that be a Key Worker or non-Key Worker who is not currently attending the Centre. Please do not cancel your Direct Debit as this will save administration once the Centre re-opens.

All payments should be made on a weekly basis, in advance, by one of the following ways:

- Ringing the Centre
- In person at the Centre with your credit/debit card details
- Online by Credit/Debit card using your 11-digit reference from the invoice. This reference will be the same as references on your previous invoices.

All voucher and tax-free childcare payments will also continue to be accepted but they must be on your account to be used prior to the week's sessions.

Please be aware that fees must be paid in advance by Card, Voucher or TFC in order to attend the sessions booked as a Key Worker or parent of a vulnerable child for the upcoming week.

**Q. What happens if my circumstances change and I no longer need my Key Worker / vulnerable child place?**

- A. Please let the Centre know as soon as possible. As per the new arrangement, fees will need to be paid a week in advance for the sessions booked. We will unfortunately be unable to credit back any unused sessions. This is due to the need to agree staffing requirements in advance of your session being attended and we will have no opportunity to reduce staffing levels once the booking has been made.

**Q. What happens if Busy Bees is no longer able to offer me a Key Worker / vulnerable child place due to staffing shortages or changes that are out of Busy Bees control?**

- A. If your local Busy Bees centre is no longer able to offer your child a place, we will tell you as soon as we practically can and we will work with you to discuss options for alternative arrangements where possible e.g. a place at another Busy Bees Centre nearby.

**Q. What documentation do you need to see to prove that I am a Key Worker or that my child is Vulnerable as outlined by the Government?**

- A. We will ask you to state your profession and reason for a place on our temporary registration document which will be checked against the Governments definition of who is a Key Worker and who is a vulnerable child. We will also ask for ID to confirm that your employment or vulnerable child meets the Government definitions.

**Q. I receive Government Funding for my sessions currently, will this continue?**

- A. We have spoken to the Local Authorities and they have confirmed that the Funding will continue be paid to childcare providers so your regular sessions will cost you the same.

If you change your sessions however, this may have an impact on the fees that you pay. Please discuss any changes to your sessions with your Centre Director and subject to not breaching the maximum amount of funding you can claim, they will be able to guide you.

**Q. Will I have to pay if my child is unwell?**

- A. Due to our new and temporary weekly booking and billing process, if your child is unwell and unable to attend booked sessions we will unfortunately be unable to credit these sessions back to you. This is due to fixed staffing requirements which are planned based on booked attendance and cannot be reduced at short notice.

If your child is unwell prior to booking sessions, please inform the Centre as soon as possible so that we know that you are not attending and why.

**Q. Will I still have to pay if I have to self-isolate?**

- A. If your child is unable to attend due to your family following the Government's self-isolation guidance, any unused sessions will be credited to your account. We will be unable to accept bookings from you until the self isolation period is over, however these can be booked in advance if you wish.

**Q. If I have pre-paid for 3 sessions and I would like an additional session during the week, how do I book and pay for this?**

- A. You will be asked to book this on our extra sessions booking form and this extra session will be paid for at the time of booking. We will do all we can to accommodate additional sessions however they cannot be guaranteed so booking early is crucial.



**Q. When do I need to inform the nursery of my weekly sessions?**

- A. As soon as you know what sessions you need please inform your Centre Director. These will be paid for in advance each week and your Centre Director will advise you on the availability of your required sessions.

**Q. My invoice is incorrect, who can I speak to?**

- A. If you receive an invoice that does not match the sessions you have booked, please speak to your Centre Director and they will be able to help resolve this.

**Q. I started my temporary Key Worker / vulnerable child sessions last week, what do I need to pay?**

- A. You will need to pay for last week and the upcoming weeks sessions when you book your next sessions, by Debit/Credit card, Voucher or tax-free childcare.

**Questions relating to all Busy Bees families (existing and new)**

**Q. What happens with the period that we have already been billed for from 23<sup>rd</sup> March to the end of the month, and also any bills we have received for April?**

- A. We will be providing a credit to all parents for any bookings from 23<sup>rd</sup> March. These credits will remain on your account and be available to use towards future fees once the Centre fully re-opens.

If you are a Key Worker or parent of a vulnerable child still using our service you will be invoiced for the sessions used from the 23<sup>rd</sup> of March and you will receive a weekly invoice in advance from now on.

**Q. I am not a Key Worker and my child will not be attending Busy Bees until the Centre re-opens to everyone, what will happen with my billing and payments?**

- A. Overpaid fees for March will be credited to your parent account to be used when we are allowed to fully reopen. Please do not cancel any Direct Debit instructions as we are not collecting any Direct Debits during this time.

Any voucher payments or tax-free childcare payments made to us will remain on your account for you to use towards your fees once the Centre re-opens but due to personal tax implications we will not be able to refund any of these directly to you.

Unfortunately, due to the timing of the government announcements over the closures of our Centre's, our April bills were distributed automatically by our system. These bills will be credited to your parent account, and no payment will be taken. No further bills will be issued until we have a confirmed date for re-opening our Centre's in line with government guidelines.