

QUEEN'S UNIVERSITY BELFAST

Childcare Services

Payment Policy

Methods of Payment

Fees are payable for the number of weeks as specified in your agreed payment plan.

Fees must be paid upon receipt of invoice. Failure to do so may jeopardise your childcare place. Weeks outside the semester are calculated on a weekly rate and must be paid monthly in advance. Payment will be accepted online via card through our Flywire eStore by clicking [here](#), as well as childcare vouchers, tax-free childcare, and salary sacrifice (staff only).

Deposits

A deposit of £300.00 is payable per child upon acceptance of a place.

Deposits will be returned at the end of your first contracted year.

The deposit will not be refunded if you don't take up your place or if your child leaves during your first contracted year.

Retainers

For student parents whose children are returning to Childcare Services for the next academic year and are not attending over July and August, a retainer fee of £200.00 per child is required. This fee should be paid in June and will secure your child's place for the next academic year. This retainer fee will be offset against your September fees but will not be refunded if you do not take up your place.

For parents who are not staff of Queen's University whose children are returning to Childcare Services Out of School Club for the next academic year, a retainer fee of £200.00 per child is required. This fee should be paid in June and will secure your child's place for the next academic year. This retainer fee will be offset against your September fees but will not be refunded if you do not take up your place.

Late Collection Fees

If you are late collecting your child, you will be charged a fee of £10 for every 15 minutes or part thereof used after close time. This fee will be added to your monthly bill and will be clearly identified on your invoice.

Notification for Leaving

If it is your intention to relinquish your childcare place, you are required to give one month's notice in writing by emailing Childcareservices@qub.ac.uk advising the date of your child's last day. Failure to do so will result in you being liable for one full month's fees.

Change in attendance/booked sessions

We require at least one month's notice of any change requests. Any such changes will be at the discretion of the Service and will be effective from the start of the following Semester. Your invoices will be amended as of the agreed start date of the revised attendance pattern.

Student Fee Tariff

Parents on the Student fee tariff will be moved to the Staff/External fee tariff from the 1st day of their expected month of graduation. Student parents must notify Childcare Services of their expected month and year of graduation in advance by emailing childcareservices@qub.ac.uk.

Extra Sessions

Once any requests to book extra sessions have been confirmed these must be paid for regardless of whether a child attends.

Starting/leaving during the Academic Year

If your child starts during the Academic Year, your first month's invoice will be for the number of sessions attended that month. From the following month, your invoicing will follow our standard Fixed Price Invoicing Schedule so you will be billed for a set number of weeks each month in line with the fee tariff applicable.

If your child leaves during the Academic Year, your final monthly invoice will be for the number of sessions your child would have been expected to attend that month, based on their normal attendance pattern, up to the date of one calendar month from your written notice is received or their leaving date (whichever is later).