Thomas Willingale School and Nursery

Charging, Refunds and Remission Policy

Date : Summer 2026 **Due for review: Summer 2027**

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The Governing Body has resolved to make charges as allowed by sections 449-462 of the Education Act 1996

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1.0 Confirmation that the Charging, Refunds and Remissions Policy in respect of Thomas Willingale School & Nursery has been discussed and formerly adopted by the full governing body.

Signed by:

Chair of Governors: .....*Rhian Jenkins*.....…….. Date:

15th July 2026

Print name: Rhian Jenkins

Headteacher: ...*Teresa Phillips*.....

Date: 15th July 2026

Print name:Teresa Phillips

Agreed at the full governing body meeting on: 15th July 2026

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2.0 CHARGING POLICY

2.1 School Meals

The charge for a school meal will be set annually by the governing body following consideration of the Catering Business Plan as part of the annual budget setting process. School dinners are currently charged at £2.70 per day (April 26)

All meals taken by pupils who are not eligible for free school meals will be chargeable, parents/carers are expected to pay in advance on School Gateway.

Dinner money arrears will be chased on a regular basis by telephone and then followed up with a letter. If arrears reach an unsatisfactory level (Normally 1 week £13.50) and payment is not made, the parent will be asked to provide a packed lunch for their child until all arrears are brought up to date.

There is no charge for pupils who are entitled to free school meals or universal infant free school meals.

2.2 Late collection of children

Late collection of children is an increasing concern and can significantly impact the effective running of the school, particularly when parents/carers do not inform us that they will be delayed.

The school has a duty of care for all children and reserves the right to follow its procedures for dealing with children who are not collected from school, together with any relevant local authority safeguarding procedures.

It is unacceptable for children to be collected frequently or persistently after the agreed collection time. The Governing Body has agreed that, in cases of repeated late collection, a charge of £10.00 per child for every full or part 15-minute period may be levied. Parents/carers will be invoiced accordingly, and the implementation of this charge will be at the discretion of the Headteacher.

Where late collection continues to be a persistent issue, the school reserves the right to refer the matter to Children's Services where this is considered necessary to safeguard the child's welfare.

This late collection charge applies to collections at the end of the school day, following school trips and after-school clubs.

2.3 Educational visits:

The school:

- will seek voluntary contributions from parents/carers where applicable
- will not exclude a child from participating in an activity during the school day on financial grounds

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Activities which take place within school hours, away from the school premises and which are deemed to be a necessary part of the curriculum.

When organising school trips or visits to enrich the curriculum and the educational experience of the children, the school invites parents/carers to contribute to the cost. All contributions are voluntary, however, if we do not receive sufficient voluntary contributions, we may cancel a trip. If a trip goes ahead, it may include children whose parents/carers have not paid any contribution. We do not treat these children differently from any others.

If a parent/carer wishes their child to take part in a school trip or event, but is unwilling or unable to make a voluntary contribution, we do allow the child to participate fully in the trip or activity. Sometimes the school pays additional costs in order to support the visit. Parents/carers have a right to know how each trip is funded, and the school provides this information on request.
Children in Years 3, 4, 5 and 6 who are currently in receipt of Free School Meals will be given the option to have their school trips funded for them from the Pupil Premium budget the school receives. This will not include residential trips.
Parents/Carers of children in Reception, Year 1 and Year 2 classes will need to supply their NI number and proof of receipt of applicable benefits to the school in order to be registered for free school trips at Thomas Willingale.
The following is a list of additional activities, organised by the school, which require voluntary contributions from parents. These activities are known as 'optional extras'. This list is not exhaustive: visits to museums;
sporting activities which require transport expenses;
outdoor adventure activities; visits to or by a theatre
company; musical events.

Activities taking place within school hours and on the school premises.
Parent/carers may be asked to provide or contribute on a voluntary basis towards the cost of ingredients, material or equipment for practical subjects such as, for example, cookery.

Activities taking place within school hours, either on, or off the premises, but not deemed to be a necessary part of the curriculum.
Parents/carers wishing their child to participate in such activities will be required to pay the full cost.

2.4 Residential activities:

The costs of residential activities can be high and such activities may only continue to be available if sufficient costs are recovered.

Charges that apply:

- travel costs – transport to and from the residential activity
- board and lodging
  - full cost of board and lodging on residential trips whether or not it takes place during school hours
    - parents / carers will be informed of the cost before the activity takes place

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- costs of supply staff engaged to cover the staff accompanying pupils on a residential trip where the trip takes place during term time
- full cost recovery for residential activities that take place outside of school hours

2.5 Music Tuition

Instrumental tuition or singing lessons do not form part of the curriculum but are an additional activity arranged by the school and delivered by specialist tutors either on an individual basis or as part of a group, following parental request. The cost of such lessons is dependent on the charges applied by the tutors, the size of the group, the duration and frequency of each lesson.
The school operates on full cost recovery basis.

2.6 Nursery Fees

The Nursery offer full time funded and un funded places. An additional 3 hour nursery session will cost £23.00 (Sept 26), a lunch time session will cost £5.20 (April 26). Please see appendix 2 for the charging policy.

3.0 Extra-curricular activities:

3.1 Payment to staff who deliver clubs

Historically, the governing body of Thomas Willingale School have made payments to staff for delivering before/after school clubs. These payments are covered by the current Pay Policy.

3.2 Curriculum related clubs

Where these activities run outside of normal school hours, (i.e. sports clubs, homework club, art club) a charge may be made to cover costs of equipment, teaching or non-teaching staff, specialist staff /coaches or materials used. The total charge will not exceed the actual costs incurred in the provision of the activity and will be set by the School Business Manager in consultation with the Headteacher.

Parents/carers will be advised of any such costs before their child is allowed to undertake any such activity and participation will be on the basis of the parent's willingness to pay the charges.

Parents/carers may be able to claim remission from such charges in accordance with the guidance below.

3.3 Additional after school clubs and activities

As a school we value extra-curricular activities and try to offer a range of additional coaching, activities or clubs before or after school. Historically these have been supported

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using a qualified coach or a member of the school staff, to run and organise these sessions. We reserve the right to make a charge to assist with the payment of fees and/or to purchase or replace materials and/or equipment used in the delivery of the coaching, activities or clubs. Parents/carers will be notified of these charges at the start of each academic year/term. Charges are currently £5.00 (April 26) per child, per session for a club/activity and £7.50 per child, per session for breakfast club (Appendix 3) and £18.00 per session for our after school club 'Happy Dayz'. These charges will be reviewed regularly.

In order to offer our children an ever wider choice of clubs and activities we may use external organisations to provide activities e.g. Perform. Where such organisations are used the weekly charge per child will be controlled by the session cost to the school. (It should be noted that such organisations also control the ratio of adult to children.)

3.4 Swimming

The school organises swimming lessons for children in Key Stage 2. These take place in school time and are part of the National Curriculum. We make no charge for this activity, however, we may ask for a voluntary contribution from parents/carers to cover the cost of transport. We inform parents/carers when these lessons are to take place, and we seek the parents'/carers' written permission for their child(ren) to take part.

3.5 Happy Dayz – After School Care

The after school club is run daily from 3.30pm until 6pm, the charge is £18.00 (April 26) per session. Please see appendix 1 for the charging policy.

4.0 Other areas:

4.1 Charges apply:

- books and materials belonging to the school that a pupil has lost
- books and materials that a parent wishes a pupil to keep after having been advised of the cost

activities taking place outside school hours that are not part of the school's curriculum

- property damage – each individual case to be decided upon by the Headteacher
  - full repair costs incurred as a result of wilful or reckless damage to school property by a pupil or parent/carer
  - full recovery of costs incurred by the school as a result of damage caused by a pupil to third party property

4.2 No charge applies:

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- for activities taking place during school hours except any of those listed above
- for transport during school hours for school-organised activities except for educational visits as detailed above
- for activities outside school hours that are part of the ○ set curriculum including sports matches against other schools / academies

- for admissions.

5.0 Voluntary contributions

The school may, from time to time, ask parents/carers for voluntary contributions to the school's general funds in order to assist with the provision of resources to enhance their children's education. There will be no pressure exerted and any contribution will be gratefully received.

Where the voluntary contribution applies to an educational visit or extra-curricular activity, if the sufficient level of contributions is not achieved, that activity will be cancelled; any monies already collected will be refunded to the relevant parents/carers.

6.0 DBS checks

The school will cover the cost of DBS checks for all employed staff.
The school will cover the cost of DBS checks for volunteers.

7.0 REFUNDS POLICY

7.1 School meals

- Where payment for a school meal is received in advance and the pupil is absent due to illness, the funds will be retained to be used for future meals.
- If the school has to cancel meal provision for a short time, the income received in advance will be recorded against each individual pupil to be used to cover future meals; where that amount exceeds £30 for any one pupil, the parent/carer may request a refund.
- When a pupil leaves the school and income has been received but meals not taken, the parent is entitled to request a refund in writing to finance@thomaswillingale.essex.sch.uk where the figure exceeds £13.50, lessor amounts will be retained in school funds.

7.2 Educational visits

- When a pupil is absent due to illness and does not attend an educational visit, the transport/entrance cost will not be refunded, where already committed. However, where possible, the school will endeavour to recover costs related to that activity and, if successful, will then refund the parent/carer.
- If a trip has to be cancelled by the school, parental contributions will be refunded, less any initial deposits withheld by the venue.

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7.3 Residential activities

- If a pupil does not attend a residential activity due to illness, the school will endeavour to recover costs, if successful, will then pass this refund onto the parent/carer; please note that initial deposits may be retained by the
- Where a residential trip is cancelled by the venue, the school will endeavour to recover full refunds which, upon receipt, will be passed onto the parents/carers.
- Where a residential trip is cancelled by the school, parental contributions already received will be refunded, less any initial deposits withheld by the venue.

7.4 Music Tuition

- Where Instrumental or singing lessons are cancelled by the tutor or the school, and payment has already been received, the school will transfer the funds to cover future lessons taken by the relevant pupil. If lessons are not being continued in the following term, the parent/carer may request a refund.
- Where a pupil fails to attend a pre-booked lesson, refunds do not apply.

7.5 Extra-curricular activities

- If a pupil does not attend an activity due to illness, no refund applies.
- Where curriculum related clubs are cancelled by the school, the income received will be held to cover the cost of the next round. Where pupils are not taking part in the future, parents/carers are entitled to request a refund.

7.6 Outside of school hours activities - not part of the curriculum.

- If a pupil does not attend an activity due to illness, no refund applies.
- Where the activity is cancelled by the school, the income received will be held to cover the cost of the next round. Where pupils are not taking part in the future, parents/carers are entitled to request a refund.
- Where the activity is arranged by the school but has been cancelled by external organisers/tutors/sports coaches, the school will endeavour to obtain refunds which, upon receipt, will be passed onto the parents/carers.
- Where an activity arranged by external organisers directly with parents/carers is cancelled, the parents/carers must contact the organisers to obtain a refund in accordance with the separate booking agreement.

7.7 Breakfast and After School Clubs

When a pupil leaves the school and income has been received but the club has not been attended, the parent is entitled to request a refund in writing to finance@thomaswillingale.essex.sch.uk where the figure exceeds £10, lessor amounts will

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be retained in school funds. Happy Dayz refunds are in accordance with the rules laid down in the separate Happy Dayz agreement.

8.0 REMISSIONS POLICY

The Headteacher and Chair of Governors will authorise the remission of charges in all cases.
The school will consider the remission of charges to parents or carers who receive the relevant support payments (in accordance with the current DfE listing) which make their child/children eligible for free school meals and for children in care.

All claims for remission of charges should be addressed to the Headteacher and will be dealt with confidentially.

The school may decide to subsidise part or all of the payment of some charges for certain activities and pupils; each event or case will be considered individually by the Headteacher and the governing body.

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Appendix 1

THOMAS WILLINGALE SCHOOL AND NURSERY

The Broadway, Loughton, Essex. IG10 3SR. Tel: 020 8508 7287 Fax: 020 8502 5364
Headteacher: Miss T. Phillips B.A. (Hons.), PGCE

Happy Dayz - After School Care - Charging Policy

Our Offer

Opening hours 3.30pm – 6.00pm
Fully staffed after school care, with timetabled daily activities
Light afternoon snack, which will include a pre-booked meal of your child's choice from our daily menu with savoury and sweet accompaniments, fruit cordial, milk and water also provided throughout. Children will be brought to the main hall straight from their classroom and can be collected by their parent / carer any time up to 6pm.

Booking

You must pre book and pay for your child's place by 9am on the day, by visiting https://thomaswillingaleschoolandnursery.kidsclubhq.co.uk/cust#/auth

The school office cannot take telephone messages or emails for the Happy Dayz team.
If you need to cancel a pre-booked session, you must give us one school days' notice (Friday for Monday) and your account will be credited, if your child does not attend due to illness, or any other reason and you have not given the sufficient notice then the place will be charged for.
Cancellations must be made in writing either by emailing us at:clubs@thomaswillingale.essex.sch.uk or by texting us on our mobile number below.
Happy Dayz Mobile: 07907-524-097

Charges **£18.00 per session**

Bookings must be made via the Kids Club HQ web site; payment can be made by debit or credit card or by transfer from your tax-free childcare account.

Please ensure all fees are paid in advance, or your child will be refused entry into Happy Dayz and will remain in the school office whilst you are called to collect them.

When a pupil leaves the school and income has been received but the club has not been attended, the parent is entitled to request a refund in writing to finance@thomaswillingale.essex.sch.uk where the figure exceeds £10, lessor amounts will be retained in school funds.
There will be a late pick-up charge of £5 per 5 mins, which will be invoiced weekly.

6.05 – 6.10	£5.00
6.10 – 6.15	£10.00
6.15 – 6.20	£15.00
6.20 – 6.25	£20.00

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Appendix 2

THOMAS WILLINGALE SCHOOL AND NURSERY

The Broadway, Loughton, Essex. IG10 3SR. Tel: 020 8508 7287 Fax: 020 8502 5364
Headteacher: Miss T. Phillips B.A. (Hons.), PGCE

Nursery Funding Policy

A parent / carer agreement form will need to be completed termly in advance to confirm your child's place for the following term, this is three per academic year.

Agreement form

Your nursery agreement form will be given to you once your place has been confirmed by the school. Without the signed agreement form your child's place cannot be held. If you fail to adhere to the points listed below, we reserve the right to offer the nursery place to the next child on our waiting list.

The agreement form

Please complete the form in full, if you are claiming 30 hour funding please ensure you have a valid eligibility code from https://childcare-support.tax.service.gov.uk/. You will need to log into your childcare service account and confirm your eligibility every 3 months, if you do not do this then your code becomes in valid.

15 hour Universal entitlement

Every 3-4 year old is entitled to 15 hours free early years provision per week, you do have the option of extending to 30 hours at a cost of £23.00* per day (3 hour session) which can be arranged on a first come first serve basis, please note this must be taken Monday to Friday = 5 sessions so will be a total cost of £115.00* per week.

Once you have signed your agreement form, you are entering into a contract with Thomas Willingale Nursery and cannot transfer or share the funding with another provider for that term.

Payment of additional 15 hours fees

You will be invoiced termly in advance and will need to make payment via our online payment system ParentPay. Payment will be due 1 week before the end of each term, if you do not pay the invoice by the due date your child's place will be offered to the next on the waiting list from the following term.

30 Hour Eligibility

Eligible working families can claim extended early education hours of 15 per week, extending your child's place to a 30 hour funded place. You will know if you are entitled to this by visiting https://childcare-support.tax.service.gov.uk/.

As circumstances change you can sometimes lose your eligibility to the 30 hour funding, if this does happen you will be given a paid grace period. This means that the nursery will still receive funding and your child can keep their nursery place until the grace period ends.

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Changes to the eligibility	The child will be funded until
First half of the autumn term	End of the autumn term
Second half of the autumn term	End of first half of spring term
First half of spring term	End of the spring term
Second half of spring term	End of first half of summer term
First half of summer term	End of the summer term
Second half of summer term	Start of the autumn term

If your circumstances do change please keep us informed so that we can prepare for the next term. When we perform the regular eligibility checks this will be flagged up to us and if you have not already informed us then we will write to you with your options for the following term. We will endeavour to offer you a 15 hour AM or PM place if there is one available in Red Apple Class (our part time provision), or alternatively you could opt to pay for the additional un funded hours and remain in Green Pear Class (our full time provision).

Optional lunch time care

Lunch time care from 11.45am to 12.30pm is available to book in advance to enable you to extend your morning or afternoon session by 45mins at a cost of £5.20* per day. This must be booked and paid for in advance via ParentPay.
During this lunch time care your child can either choose to have a school hot or cold lunch or bring in their own healthy packed lunch from home.

Poor Attendance Policy

If attendance becomes irregular over a period of one term, we reserve the right to remove your offer and fill the place with the next child on our waiting list.

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Appendix 3

THOMAS WILLINGALE SCHOOL AND NURSERY

The Broadway, Loughton, Essex. IG10 3SR. Tel: 020 8508 7287 Fax: 020 8502 5364
Headteacher: Miss T. Phillips B.A. (Hons.), PGCE

Breakfast Club - Before School Care - Charging Policy

Our Offer

Opening hours 7.45am – 8.45am
Fully staffed before school care, with various activities
Children have a healthy breakfast with a choice of cereal, toast and yogurt plus fruit juice.
Children will be taken to their classroom for registration at the appropriate times.

Booking

You must pre book and pay for your child's place by 7am on the day, by visiting https://thomaswillingaleschoolandnursery.kidsclubhq.co.uk/cust#/auth

The school office staff can help you with any breakfast club queries. Or you can email us on clubs@thomaswillingale.essex.sch.uk
If you need to cancel a pre-booked session, you must give us one school days' notice and your account will be credited. Due to the limited spaces, we are unable to offer credits for no shows due to illnesses etc. Cancellations must be made in writing either to the Happy Dayz email address above or by texting our mobile phone 07907-524097.

Charges **£7.50 per session**

Bookings must be made via the Kids Club HQ web site; payment can be made by debit or credit card or by transfer from your tax-free childcare account.

Please ensure all fees are paid in advance, or your child may be refused entry into Breakfast club.
When a pupil leaves the school and income has been received but the club has not been attended, the parent is entitled to request a refund in writing to finance@thomaswillingale.essex.sch.uk where the figure exceeds £10, lessor amounts will be retained in school funds.

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