



Dear Parents,

Welcome to Sleepy Hollow Group. I am writing to introduce myself in the first instance. My name is Pauline and I have been working for Sleepy Hollow Group for over 10 years now – I look after all of the finance and regulatory information in the company, as well as overseeing our Head Office premises.

Many parents contact me throughout the year with queries about invoices, tax credits, student finance, childcare vouchers, etc. Please feel free to contact me at any point if I can assist with any of the financial queries you may have in relation to childcare fees.

Financial Assistant for childcare costs

We would signpost all parents to Employers for Childcare who can help parents with a range of cost savings advice, particularly around universal credit or tax credits. They can also offer cost savings comparisons around tax free childcare -v- vouchers.

Employers for Childcare website: <https://www.employersforchildcare.org>

Telephone: 028 9267 8200

Tax Free Childcare

(The vast majority of your clients should be eligible for tax free childcare – it is something which is vastly underclaimed in NI so we would urge parents to look into this if you haven't already)

Tax-Free Childcare allows eligible working families to claim 20% of their childcare costs, up to a maximum of £2,000 per child per year (£4,000 for a child with a disability), from the Government.

Both parents must be in employment, or one parent in a single-parent household, earning between £152.00 per week (£146.88 per week if the parent is under 23) and £100,000 per year.

If you are self-employed, you are eligible to join provided you have registered your business with HM Revenue and Customs (HMRC) Employers for Childcare Family Benefits Advisors have compiled a list of the most frequently asked questions about the Tax-Free Childcare scheme. You can find the answers to these questions below.

Alternatively, you can download '[A comprehensive guide to Tax-Free Childcare](#)' to find out more.

It can be complicated working out what is best for your family, depending on your own personal circumstances. Call EFC Family Benefits Advice Service on 028 9267 8200 or email hello@employersforchildcare.org for free, confidential, and impartial advice.

Childcare vouchers (this scheme is closed to new entrants)

Childcare Vouchers are operated through salary sacrifice. A salary sacrifice arrangement is an agreement to reduce an employee's entitlement to cash pay, usually in return for a non-cash benefit.

Under the Childcare Voucher scheme employees may 'sacrifice' part of their pay in exchange for Childcare Vouchers, to save money on tax and National Insurance Contributions. To avail of these savings employees can only use Childcare Vouchers to pay for registered childcare.

Each eligible parent can sacrifice a maximum of £243 per month from their salary into their Childcare Voucher account.

Sleepy Hollow: Invoicing system / receipts / bank details

Each month we issue invoices monthly in advance for the exact number of term time days your child/ren will be attending Sleepy Hollow that month and aim to get these emailed to parents by 22nd of each month. Holiday bookings are made and invoiced normally separately (a separate invoice on your main invoice depending on the time of booking – holiday dates will be listed separately on your invoice to term time days). All invoices will be uploaded to the family app, and you will be notified by email when they are issued. Can you please ensure that we have your correct email address, postal address, and telephone number on the family app.

Please note that if your child's school is open (even if it's an early closure) you will be charged, even if your child does not attend. We do not charge, however, for the final day of the school year unless you book it as that will be the start of our summer camp.

Pay is due by the 28th of each month (monthly in advance e.g., 28th August for September bookings or 28th September for October bookings etc.). You can make a payment by debit or credit card on the family app or via our website

<https://www.sleepyhollowgroup.com/make%20a-payment/>. If anyone wants to make a bank transfer our details are as follows:

Name	SHG NI Limited
Sort	980145
Account	10152220

When using HMRC Tax-free childcare please could you supply us with your child's tax-free childcare reference number. All payments from Inland Revenue do not include your child's name on them so it is vital we have this reference number to trace your payment.

We would also recommend that you keep all copies of invoices as if you are applying for tax or universal credits you will need these together with proof of payment. You will be able to access these as well on the family app. We always send receipts of payments but again you can see this on your family app statement. You can access this by clicking on your invoice, scroll down and you will see your full statement of account.

Late payment fees may be applied to your account after 10 days. Note we cannot hold spaces if their balances are overdue for one month or more. Please contact us and discuss any difficulties you may be having so we can work with you should you be experiencing payment difficulties, and we will endeavour to support you as much as we can.

We are registered with the following **Childcare Voucher Companies**:

Employers For Childcare

Edenred – id number p20016519

Sodexo – id number 133081

Computershare

Care 4

Bravo Benefits

Faircare

(if your preferred voucher company isn't listed above, please let us know and we can register with them)

Can we help you further?

If you have any queries in relation to your invoicing or payments, you can email me in the first instance or call head office on 028 9433 9031. Note that I work part time, normally between 9.30am and 3.30pm on Monday, Tuesday, Thursday, and Fridays.

Kind Regards,

Pauline Bradshaw

Finance and Regulatory Manager