

Payment Policy

POLICY STATEMENT

Payment of fees

We aim to ensure financial stability of the Pre-School by having a fair and consistent process for pursuing non-payment of fees.

In order to achieve this aim the Pre-School will:

- At induction fully inform parent / carers of the fee and payment structure of the Pre-School in writing. Issue invoices to parents when fees are due. The invoice will give details of the sessions being paid for and the rate being charged.
- Accept payment by cheque made payable to St Mary's Pre-School Playgroup, cash, bank transfer or Childcare Vouchers.
- If a weekly payment plan is agreed between a family and the Pre-School, the Pre-School reserves the right to withdraw that facility if weekly payments are not made.
- If you fail to return your funding forms by the requested date, then we reserve the right to charge you as a non-funded fee paying parent at the current fee rate per session.

Procedures

- All fees are payable half termly and within 14 days of the invoice being sent. However alternative payment arrangements can also be made - please speak to the Pre-School Manager.
- Each child's attendance at the pre-school is conditional upon continued payment of any necessary fees.
- Absence - Fees continue to be payable if a child is absent without notice or for a short time. In cases of prolonged absence parents/carers should consult the committee about fee payment.
- We are unable to permit unpaid absence from pre-school sessions for short durations.
- If your child is funded and prolonged absence is expected, we are unable to keep spaces open.
- If a parent/carer cancels their child's place the following will apply:

- Government funded children – no cancellation charge (funding cannot be transferred to another setting)
 - Fee-paying children – Fees continue to be payable for the remainder of the half term.
- Please note that we require a half term's notice if you wish to change the number of sessions your child attends.
- In the event of a returned cheque we charge a fee to cover all bank charges and administration. If there are repeated instances of returned cheques you may be required to pay by cash on an ongoing basis to prevent further problems.
- We encourage and actively support eligible parents/carers to claim support for childcare costs. Information is available at: www.childcarechoices.gov.uk .
- Should any parent/carer experience difficulty paying Pre-School fees for whatever reason they should ensure that they speak to the Pre-School manager immediately. Any discussion regarding this matter will be dealt with in the strictest confidence, and where possible as a Pre-School will do what we can to help.
- Non payment - if the services provided by the Pre-School have been used without payment or their payment has been dishonoured, the Pre-School will adopt the following procedure:
 - An 'Overdue Account' letter will be issued asking for payment in full including any incurred bank charges.
 - A 'Second Warning' letter will be issued asking for payment in full including any incurred bank charges plus a £10 administration charge.
 - A 'Final Warning' letter will be issued requiring immediate payment in full including any incurred bank charges plus a further £10 administration charge.
 - There will be a period of 7 days between each letter, if payment is received no further action will be taken, however if the 'Final Warning' is issued your child(ren) will be unable to use our services until payment in full is received, or a payment plan has been agreed with the Committee Chairperson.

- o If after 7 days of the 'Final Warning' letter no payment is received the Pre-School will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs.
 - o If a Pre-School representative is required to attend at County Court, costs will be applied at a rate of £20 per hour.
- It is our Policy to support families in financial difficulty by offering flexible payment plans where requested. As a last resort we will pursue all unpaid fees through the County Court for the recovery of the Pre-School's money as outlined above.

All our policies can be translated into the language of your choice on request.

This policy was adopted at a meeting of St Mary's Pre-school

Held on 13 November 2018

Date to be reviewed November 2019

Signed on behalf of the committee

Name of signatory


ELIZABETH GRIGGS

Role of signatory (e.g. chairperson)

Chair

This policy was reviewed and re-adopted at a meeting of : St Mary's Pre-school
Held on: 12 November 2019
Date to be reviewed: November 2020

Signed on behalf of the provider



Name of Signatory: E Griggs

Role: Chair