



## Payment and Collection of Fees Policy and Procedure

At Whiteley Pre-school, we are committed to equal opportunities for everyone, ensuring it is accessible to all families in the community, whilst providing high quality care and education. Whilst we aim to keep fees as competitive as possible we do have to maintain sustainability, quality of care, paying staff according to their qualifications and experience and to meet rising costs of services. We carry out a review of our charges on an annual basis. Should it be deemed necessary to increase the fees, you will be given the minimum of one month's notice. We recognise that families have differing needs & therefore endeavour to meet the individual needs of all families.

### Procedures

- Parents/carer's are notified of the required fees at the beginning of each term by means of an invoice. Fees are payable termly and may be paid either in their entirety or in 3 instalments by means of post-dated cheques (using the dates detailed on the invoice) or by a bank transfer.
- Term fees need to be paid ideally via bank transfer or by cheque or cash on the date(s) specified on the invoice otherwise a **late payment charge of £5.00 per month** will be incurred.
- Cheques should be made payable to "Whiteley Pre-School".
- To avoid late payments when paying by 3 installments, post-dated cheques are encouraged. Holidays taken during term time will incur normal session fees.
- Free flexible funding up to 15 hours a week is available to all children, the term following their third birthday. If a child is accessing more than their entitlement, then additional hours will be charged for. If no payment of these additional fees is received within the specific time period detailed on the invoice and the administrator has not been advised, then the extra hours will be withdrawn.
- Parents are free to use their funding at any registered setting.
- If a child starts the setting mid- term, the fees will be calculated and adjusted accordingly.
- Receipts are issued only if requested.
- We request 4 week's notice before withdrawing your child. If notice is not given, we reserve the right to charge for this period.
- Fees will still be incurred if the setting has to unexpectedly close (for a period of up to and including 3 days).
- Whiteley Pre-school is registered to receive childcare vouchers.

### Collections and Debt Recovery

- If a parent/carer has difficulty paying by the due date, they must advise the administrator to arrange an alternative payment plan.
- If the fees are not paid by the due date and parents/carers do not advise the administrator, then a £5 late fee will be passed on.
- Our aim is to promote positive action to prevent arrears occurring by providing a range of payment methods. However, the pre-school will consider enforcement action against deliberate non-payers of those who delay payment.
- Where a parent/carer makes contact with the pre-school, their circumstances will be sensitively and confidentially considered with a view to agreeing a reasonable

payment and minimising recovery action, thus helping to alleviate possible hardship.

- Where parent/carer's fail to establish contact or maintain arrangements, recovery action will continue as follows:

**The pre-school will:**

- Contact the parent/carer within 7 days after the payment due date has expired.
- A payment reminder letter will be sent out within 14 days after payment due date has expired and the parent/carer will be encouraged to discuss any difficulties they may be experiencing with payment. All information collected is strictly confidential and governed by the Data Protection Act 1998 and Whiteley Pre-school's Confidentiality policy.
- Liaise with parent/carer to advice on re-scheduled arrears amount and appropriate payment method.
- Provide a detailed summary of re-scheduled amount in writing, showing relevant amounts and instalment due dates.
- Advise the parent/carer to commence and maintain payments immediately.
- Should non-payment of fees continue, and no contact has been made from a Parent/Carer, then Whiteley Pre-school has the right to suspend the child's place until such time the outstanding amount is paid.

Date: 09<sup>th</sup> July 2014

This policy was reviewed on 16<sup>th</sup> December 2016

Signed:..... Chairperson