



## Payment and Collection of Fees Policy and Procedure

At Whiteley Preschool, we are committed to equal opportunities for everyone; ensuring childcare is accessible to all families in the community, whilst providing high quality care and education. We recognise that families have differing needs & therefore endeavour to meet the individual needs of all families. Whilst we aim to keep fees as competitive as possible, we do have to maintain the sustainability and quality of care we provide. Paying staff according to their qualifications and experience and to meet the 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 a minimum of one month's notice.

### 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 three instalments by means of a bank transfer on specified dates. A Late payment charge of £5.00 per month will be incurred for any payment not made by the specified date.
- Holidays/days off taken during term time will incur normal session fees.
- Free flexible funding up to 15 hours a week is available to all children from the term following the child's 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time period detailed on the invoice and the Business Manager has not been advised, then the extra hours will be withdrawn.
- Parents are free to use their funding at any registered setting.
- Extended funding of a further 15 hours is available to those who qualify. It is the responsibility of the parent to apply for and notify the Business Manager of the details needed to claim the extended hours. The preschool cannot put this claim through, you would be asked to recertify every three months; should you fail to reapply by the deadline you will be invoiced for the extra hours not covered by your 15 free entitlement. Should payment or a qualifying code not be provided by a certain time the extra hours will be withdrawn.
- If a child starts the setting mid- term, the fees will be calculated and adjusted accordingly.
- Receipts are issued only if requested.
- We request four weeks' notice before withdrawing your child from the setting. If notice is not given, we reserve the right to charge for this period.
- Fees will still be incurred if the setting must unexpectedly close (for a period of up to and including three days).
- Whiteley Preschool is registered to receive childcare vouchers. If you are paying by childcare vouchers, please advise the Business Manager.

### Collections and Debt Recovery

- If a parent/carer has difficulty paying by the due date, they must advise the Business Manager to arrange an alternative payment plan.
- If the fees are not paid by the due date and parents/carers do not advise the Business Manager, 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 preschool will consider enforcement action against deliberate non-payers or those who delay payment.
- Where a parent/carer contacts the preschool, 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 GDPR Act 2018 and Whiteley Preschool'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 Preschool has the right to suspend the child's place until such time the outstanding amount is paid.

This policy was adopted on: 09<sup>th</sup> July 2014

This policy was reviewed on 2<sup>nd</sup> April 2020

Signed:..... Chairperson