

**FEES AND ARREARS POLICY**

This policy was reviewed by Roxwell Pre-school on March 2022.

Roxwell Pre-School is a registered charity. It is not a profit-making organisation and relies on fees, funding income and occasional grants to cover its day-to-day running costs. These costs are considerable and prompt payment of fees is essential to ensure that overheads can be met.

The late payment of Pre-School fees is detrimental both to the Pre-School and to the families involved.

This policy is intended to minimise arrears to the Pre-School and facilitate the recovery of outstanding fee payments, whilst at the same time respecting true cases of financial hardship.

The Pre-School’s policy on fee notification, collection, bank holidays, unforeseen closures and arrears is summarised below:

* At the start of each term the Pre-School Treasurer will email each parent an invoice detailing the fees payable for the term (hard copy available on request). This notice will specify the hourly rate, the number of hours per week attended, the number of weeks in the term, the total payment due, the split of payments and their due date.
* All bank holidays are classed as lost for funded children and are non-transferable andnon-refundable.
* Unforeseen closures that are out of the Pre-School’s control i.e. adverse weather are non-refundable and non-transferable to both funded and non-funded children as staff wages and hall hire still have to be paid.
* Fees are still applicable and non-refundable/non-transferable when holidays are taken during term time.
* Pre-School fees are split monthly over the term and are usually due the Friday of the first week of term and every 4 weeks after that over the term (the termly invoice will outline the specific payment dates). Payments may be made by cash, bacs payment, by cheque or childcare vouchers. If any cheque is returned as non-payment the parent is liable for any handling fee levied by Pre-School’s bank.
* In certain circumstances payment of fees may not be feasible. In this instance the parents of the child/children concerned must discuss and agree with the Pre-School Treasurer at the beginning of term and an alternative schedule for the payment of fees. An agreement for deferred payment is made at the discretion of the Pre-School Treasurer. All such discussions will be treated in complete confidence.
* Exceptional arrangements may be granted on a temporary basis and/or advice can be offered as to grants that may be available.
* The Pre-School offers a flexible payment system for families with differing means. Once children are in receipt of funding the flexible payment system will no longer be offered.
* If a family has used the Pre-School’s services without payment being made or if their payment has been dishonoured or unacceptably delayed the following procedure will be followed:
* If payment has not been received 7 days following payment due date the parent will receive a verbal reminder or an informal email sent stating fees are due. If payment is received within 7 days of this no further action will be taken.
* Should no payment be made, or no deferred payment schedule agreed by the end of the second full week following payment due date the Pre-School Treasurer will issue a written reminder notice to the parent asking for payment within 7 days. An administration fee of £10 will be added to the fees due. The option of agreeing a deferred payment schedule is no longer available. If payment is received within this time no further action will be taken.
* If no payment is received within 7 days a further written reminder will be issued requesting immediate payment with an additional administration fee of £10. At this stage the child/children will be unable to use Pre-School services until payment has been made in full. If payment is received within 7 days no further action will be taken and the child/children may resume attendance at Pre-School
* If no payment is made then the Pre-School reserves the right to take appropriate legal action to recover fees arrears. It is the Pre-School’s policy to pursue all unpaid fees through the small claims procedure in the County Court.

A month’s notice is required to terminate a child’s place at Pre-School. Failure to give a month’s notice will result in a month’s fees being charged to cover loss of revenue.

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| This policy was adopted by |  | *(name of provider)* |
| On |  | *(date)* |
| Date to be reviewed |  | *(date)* |
| Signed on behalf of the provider |  | |
| Name of signatory |  | |
| Role of signatory (e.g. chair, director or owner) |  | |