

Non-Payment of Fees Policy

Statement of intent

It is our policy to pursue all unpaid fee through the County Court for the recovery of the settings money.

Aim

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

Methods

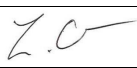

In order to achieve this aim the setting will:

- a) At induction fully inform parent/carers of the fee and payment structure of the setting.
- b) Issue weekly and monthly (parental preference) invoices to parents when fees are due. The invoice will give details of the sessions being paid for and the rate being charged. It is the parent's responsibility to keep their fee payment up to date and to request their invoice if not received. We can email this or you can have a paper copy.

If a family has used the services provided by the setting without payment or their payment has been dishonoured the setting will follow the following staged procedure:

Non Payment Stages	We will:
Week 1 Fees are paid weekly or monthly in advance – if no payment is received that week	Send a text reminder or email requesting payment on or before your child's next session.
Week 2 If still no payment is received	Issue an overdue account letter requesting payment by a specified date*. The letter will be given directly to the parent or if the child is collected by a friend or family member the letter is put in the child's bag and a text or email sent to let the parent know. (If the child is not attending nursery for any reason and we have to post the letter a 63p charge will be added onto your bill.)
Week 3 Final request	A final written request for fee's is sent home with parent or mailed to the home address and a confirmation text/email sent. This letter will request payment by a specified date* and include the potential outcomes of non payment.

* This will be the date of your child's first session the following week, i.e. seven days.

Re-adopted on	Signed for on behalf of the nursery	Review date
31 st January 2017		31 st January 2018
31 st January 2018		31 st January 2019

