



11.5 Late session fees

Statement

At Great Holm Pre-school, we are committed to equal opportunities for everyone, ensuring our service is accessible to all families in the community, whilst providing high quality care and education. We aim to keep fees as competitive as possible in order to:

- Maintain sustainability
- Provide high quality of care
- Pay staff according to their qualifications and experience
- 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.

- Procedures
 - Parents/carer's are notified of the required fees at the beginning of each half term by means of an invoice
 - All fees are due by date specified on the invoice; otherwise a late payment charge of £5.00 per day will be incurred
 - Fees can be paid either via bank transfer, or childcare vouchers
 - Holidays /time off /sickness taken during term time will incur normal session fees
 - If your child is receiving the 15 hours a week government funding and is accessing more than their entitlement, then only the 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the specific time period detailed on the invoice and the manager has not been advised, then the extra hours may be withdrawn
- Collections and Debt Recovery
 - If a parent/carer has difficulty paying by the due date, they must advise the manager to arrange an alternative payment plan
 - If the fees are not paid by the due date and parents/carers do not advise the Manager, then a £5.00 per day late fee will be applied to your account
- 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:

We shall:

- 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 2018 and our Confidentiality policy
 - Liaise with parent/carer to advise 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 we maintain the right to suspend the child's place until the outstanding amount is paid
- We request 4 week's notice before withdrawing your child. If the required notice is not given, we reserve the right to charge for this period