

Non-Payment of Fees Policy

Statement of intent

It is our policy to pursue all unpaid fee's 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 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.
- c) Fine system – If we do not receive your payment by 12pm on the 5th of the month, you will be fined £10.

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 monthly in advance – if no payment is received that week	Send a text reminder or email reminder, requesting immediate payment. A fine will be issued if unpaid and you will need to provide a packed lunch and/or tea. No further meals will be added to your account.
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 an email sent to let the parent know. (If the child is not attending nursery for any reason, we will post the letter). A meeting is to be arranged with the parent and Nursery Manager.
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 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.