



Fee Payment Policy

Please read through these Terms and Conditions carefully and speak to a member of Management if there is anything you are unsure about.

Invoice

Fees can be paid either weekly or monthly by one of the following methods: cheque, cash, online banking or standing order. Monthly invoices will be billed to the last Friday of each month and due to be paid on the 1st of each calendar month. Be aware that the number of days childcare provided for each month may vary. Christmas and New Year closure will be deducted from December and January invoices accordingly. Monthly fees must be paid in advance; fees paid monthly in advance will qualify for 5% discount. Weekly invoices will be due to be paid on Friday of each week. We also accept childcare vouchers. Please ask office staff for any further information.

Receipt for Payment

On payment of fees by cheque or cash, a receipt will be issued, which details the amount paid and the period covered. Bank statements will be considered as receipts for payments by standing order.

Payment whilst not using the service

Payment for the service will be paid at all times including whilst being off sick or on holiday unless two weeks' notice is given in term time and four weeks' notice non term time.

Contract Termination - Time Scale

There will be two week's notice given to terminate the use of the service by the service user.

Late Fees

The following steps will be taken with regard to collection of late fees:

- Step 1** Monthly only - If fees are not paid on time the 5% discount will be added back to your fees.
- Step 2** - If after 14 days your invoice remains unpaid after the invoice date it will result in a telephone call being made and therefore a charge of £5 will be added to your invoice.
- Step 3** - 21 days from the date of the issue of the first invoice if fees are not yet paid in full you will receive a reminder of late fee letter, then a charge of £10 will be added to your invoice.
- Step 4** - If after 28 days this money is not paid then £25 will be added to your invoice, and you will receive a second reminder letter.
- Step 5** - Failure to pay the fees after a further 7 days will result in your child's place being withdrawn.

Non Payment of Fees

Parents/carers are expected to contact management if they are having difficulty in paying their fees.

If there is a problem with non-payment of fees, for whatever reason, the situation will be discussed within one to two weeks, confidentially, by a member of the committee and the parents/carers concerned to try and reach a reasonable solution for all.

If there is a failure to resolve the issue, the committee will consider its next course of action to recover the debt.

Recovery of Debt

If fees are not paid, the committee will pass the debt to either a debt collection agency or the small claims court. The costs of these processes will be added to the outstanding debt