

## Fee Payment Policy

*September 2024*

### **Policy statement**

The Pre-school is a registered charity, and all income received from either fees or funding is retained by the setting to cover rent and staff wages, replace equipment and update resources. The prompt payment of fees is vital to help the Pre-school meet its financial obligations.

Fee rates (from 4<sup>th</sup> September 2024)

2-year olds

- £6.37 per hour

3 & 4-year olds

- £5.37 per hour

### **Extended hours**

If children stay for our extended hours then the charge is £6.50 for the two hours. Children must be booked for the whole 2 hours and we do not offer an hourly rate.

For academic year 2024 25 the extended hours are available every week day between 3-5pm.

### **Additional Charges**

- £25 deposit/registration fee (payable on acceptance of our Terms & Conditions to secure a space). This may be waived for families solely accessing funded hours.

## **Procedures**

### **Session booking**

In order to arrange appropriate staffing levels, all parents and carers must request their preferred sessions for their child in advance of each school term. We cannot guarantee that we will be able to accommodate any changes and will assess each request in order of receipt. If we do not hear about any preferred changes then we will assume that you require the same attendance for that term.

We recognise that from time-to-time, your child may need to attend an additional session and we will do our best to accommodate these additional sessions if it is within the permitted staff to child ratios.

Please contact our Manager to request any additional sessions.

### **Invoicing**

All parents/carers are invoiced in advance at the start of each term and we ask that the fees are paid within fourteen days of term commencing.

If your child is attending an additional ad-hoc session, then we will send additional invoices for those sessions.

We are unable to give refunds for days missed through sickness or holidays. If the child leaves part way through the term then a refund will only be possible if the payment covers more than the six weeks' notice period.

If at any time you wish to cancel your child's place at the Pre-school or reduce their sessions, we will require a full half term's written notice.

### **Methods of payment**

We accept payment through the following methods:

- Bank transfer
- Employer Childcare Vouchers;

- Tax Free Childcare Payments.
- **Square** (visa debit card payment system)

### **Late payment of fees**

If you would like to make an arrangement to pay your invoice through instalments, or are having difficulty in paying your bill, then we request that you contact us as soon as possible after receiving the invoice.

In all other cases, should fees remain unpaid after the due date, the following actions will be taken:

- An email reminder requesting payment of fees will be sent to you.
- If no payment is forthcoming, a second reminder will be sent 7 days later.
- Should fees remain unpaid 7 days after the final reminder letter, a late payment charge of £20 will be added to your invoice.
- In addition, the Pre-school reserves the right to exclude your child from attending any additional hours and if he/she will only be able to access their weekly funded entitlement until the outstanding balance has been paid in full.

If a payment plan is agreed and payment is not subsequently made by the due dates, then the Pre-school reserves the right to request immediate payment of the outstanding balance within 14 days, and to apply a late payment charge of £20 to your invoice.

The Pre-school also reserves the right to seek payment in advance for any subsequent invoices from those parents/carers who do not pay their child's fees within 14 days, or who have not met the payment date for any pre-agreed payment plans.

In all cases, we may pursue legal action to recover any outstanding debts, and any fees associated with this course of action will be passed on to the parents/carers concerned.

### **Cancelling your child's place or reducing their hours**

If you wish to reduce your child's hours with us then we will try and accommodate this as soon as possible. We do however, require at least 4 weeks' notice of these changes. If your circumstances have changed and there are 'exceptional circumstances' then, through negotiation, we may waive this notice period.

If your child is leaving the setting to take up a place elsewhere then we also require a 4 week notice period. If notice is not provided then we will invoice for 4 weeks in lieu of notice.

Please note that this is applicable to both fee-paying families as well as those using their Early Years Funding entitlement. For example, if you wish to wish to withdraw your child at the beginning of the Autumn term, then written notice will need to be provided by the end of the Summer half term holiday.

Version	Changes made	Author	Date	Review Date
1.0	Baseline version	H Clarke	14 <sup>th</sup> October 2020	September 2021
1.1	Review – no changes	H Clarke	20 <sup>th</sup> September 2021	September 2022
1.2	Updated to include <b>Square</b> card payments	H Clarke	6 <sup>th</sup> December 2021	September 2022
1.3	New Logo	H Clarke	16 <sup>th</sup> November 2022	September 2023
1.4	Updated prices and added information extended hours	H Clarke	16 <sup>th</sup> November 2022	September 2023

1.5	Updated the extended hours information	H Clarke	November 2023	September 2024
1.6	Updated prices Amended the notice period to reflect guidance from the CCC funding team.	H Clarke	September 2024	September 2025