

# Fee Collection and Payment Policy and Guidelines

## **Name of group: Torphins Playgroup Pre-School**

Fees are needed to develop and sustain the service so when a child starts in a group, the basis on which fees are paid will be made clear to the parents/carers of the child and are as follows:

- Fees will be collected termly
- Invoices will be issued midway through the term and should be paid by the due date indicated. All invoices should be paid in full by the end of the term
- Fees should be paid by bank transfer, if possible. Bank details will be shown on each invoice. Alternative methods of payment such as cash, cheque or standing order can be used if bank transfers are not possible.

When collecting fees the group will at all times treat all parents/carers who use the service with consistency and confidentiality.

## **Fees Review**

In committee run groups it is the responsibility of the group's membership to decide on the level of fees to be charged. The committee will propose the fee level to the membership at the Annual General Meeting or if necessary at a Special General Meeting in committee run groups. All fees paid are solely for the use of the service and will be used to pay for staff salaries, rent, utility bills, equipment and to develop and sustain the service.

The committee will inform parents/carers of any proposed changes to fees prior to the AGM, where there will an opportunity to discuss levels before deciding on the proposal. Generally, if there is an increase in fees, the increase will come into effect from the start of the new term.

## **Payment Dates/Method**

The committee will discuss and agree a system for the collection of fees with the treasurer, for example, they can agree that fees will be paid termly by bank transfer. Parents and carers of children using the group will be made aware of the system when joining the group to ensure that payment is made on time.

The procedure for collection of fees and banking the money will be recorded to allow another committee or staff member to take over this duty in the absence of the treasurer/responsible person.

## **Payment whilst not using the service**

Payment for the service will be paid at all times including whilst being on holiday and off sick. When a child is off sick for a period of more than 2 weeks, fees will be waived. A retainer fee will not apply.

### **Contract Termination - Time Scale**

There will be 4 weeks given to terminate the use of the service by either the user or the provider.

### **Late Payment**

If fees are not paid at the agreed time an automated reminder will be sent.

If fees are not paid following the automated reminder, a maximum of three letters requesting payment outlining the amount of payment overdue will be sent. The ultimate sanction will be withdrawal of service.

## **Additional Information Section**

### **Help paying for childcare**

Parents/carers may be able to apply for help with childcare costs through:

- Tax-free Childcare
- tax credits
- Universal Credits
- help while studying, including Lone Parents Grant
- Childcare vouchers

Parents/carers could apply for funded childcare:

- funded early learning and childcare for 2 or almost 2 year olds
- funded early learning and childcare for 3 to 4 year olds

### **Refund Entitlement**

Any overpayment of fees will be repaid in full.

If it is not possible to provide the pre-school service in the event of an Unplanned Closure, parents/carers with fee paying children may be offered a refund or reduction in their next invoice, after a period of five consecutive days. This will be at the discretion of the Committee. (See 'Unplanned Closure Policy').

### **Non Payment of Fees**

Parents/carers are expected to contact the treasurer 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 the treasurer and the parents/carers concerned to try and reach a reasonable solution for all.

Parents/carers should be advised that their child's place may be at risk if they fail to make payment or to find a suitable solution to their fee debt.

The treasurer will signpost individuals struggling with financial matters to the relevant local services or support agencies.

## **This policy was adopted at a meeting of :**

Torphins Playgroup Pre-School on \_\_\_\_\_  
*Name of the pre-school group*      *Date*

Signed: ..... Designation: .....

**This policy should be reviewed annually and re-adopted/amended by new management committees.**

Review completed  
(date).....

Signed: ..... Designation: .....

Review completed  
(date).....

Signed: ..... Designation: .....

Review completed  
(date).....

Signed: ..... Designation: .....

Review completed  
(date).....

Signed: ..... Designation: .....

Review completed  
(date).....

Signed: ..... Designation: .....

## Sample Letter 1: Reminder fees

Reference

Date

Name  
Address

Dear

### **Non payment of fees**

I have noticed from our records that you have not paid your group fees for the past ..... weeks. The fees now amount to £..... Please make sure this balance is paid by.....

If you are having difficulties paying fees, please contact me within a week from receipt of this letter to enable us to discuss this matter, so that we can work towards a prompt resolution. I can assure you that our discussion will be treated in utmost confidence.

Yours sincerely

Name  
Designation

## Sample Letter 2: Send two weeks after initial letter.

Reference

Date

Name

Address

Dear

### **Non payment of fees**

I am sorry that you have not yet contacted me regarding your outstanding fees. As you are aware our group relies on parental fees to sustain the service and we cannot allow non-payment to continue indefinitely.

We can offer you the opportunity to pay the outstanding fees by instalments but must advise you that failure to pay the outstanding amount either in full or by instalments will leave the group with no alternative but to withdraw your child's place for childcare.

This is not a route that we would wish to take so please contact me within one week from receipt of this letter to discuss your fees. Failure to contact me will result in your child's place at the group being withdrawn.

Yours sincerely

Name

Designation

## Sample Letter 3: Send two weeks after second letter.

Reference

Date

Name

Address

Dear

### **Non payment of fees – withdrawal of service**

As I have had no contact from you I have no alternative but to withdraw your childcare and to advise you that as from Monday .....insert date

.....insert child's name will no longer be able to attend our group. Our staff have been advised accordingly.

I am very sorry that this decision has had to be made but your failure to contact me has left me with no alternative but to take this action.

Yours sincerely

Name

Designation

# Sample Letter 4: Reinstatement of Service

Reference

Date

Name

Address

Dear

**Non-Payment arrangements:**

**Fees Due: £.....**

Further to our conversation of .....insert date and group name is prepared to accept a payment arrangement on the following conditions:

- This arrangement is "Without Prejudice" to our right to enforce non-payment of the fees, as we see fit, and at any time during the arrangement.
- The full amount owed is £.....which can be paid in full through one payment or by instalments as detailed below  
.....
- To be paid by weekly instalments of £.....and a final payment of £ ..... commencing on ..... (date)
- On any default of the conditions of this agreement, the agreement will cease and all amounts owed by you will be due immediately.

Yours sincerely

Name

Designation

.....

Please complete and return to.....

Name.....

I/we agree to pay the amount owed to.....(insert name of group)

In full by one payment **or** in instalments as detailed above. Please delete as appropriate.

I/we accept the above conditions:

Signed:..... Date:.....