



Fee Collection and Payment Policy

Fees are needed to develop and sustain Torphins Playgroup 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 monthly
- Invoices will be issued at the end of each month and should be paid by the due date indicated.
- 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

It is the responsibility of the group's Committee to decide on the level of fees to be charged. 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 Chairperson will inform parents/carers of any proposed changes to fees, where there will an opportunity to for the Committee 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 next new term.

Payment Dates/Method

The committee will discuss and agree a system for the collection of fees with the treasurer. 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.

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.

Help paying for childcare

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

- funded early learning and childcare for 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.

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.

November 2023