

Organisation

11.2 Attendance, late payment and non-payment of fees

Policy statement

We aim to set our fees at an affordable and competitive rate while providing childcare to the highest quality. We monitor attendance as part of our safeguarding procedure.

Procedures

Payment of fees

- Fees are payable half termly in advance.
- Fees are payable for all sessions booked, even if some are missed due to illness, or other reasons.
- In the case of long term absence due to sickness and/or hospitalisation, fees may be waived
- Failure to pay fees on time may jeopardise your child's place and non-payment of fees may result in the withdrawal of a place.
- Fees can be paid in cash, cheque or by BACS payment and all cheques should be made payable to Mulberry Pre-School and must be handed in and checked by the Supervisor. Receipts will be issued for any cash payments.
- We accept childcare vouchers.

Late payment and non-payment of fees

All parents/guardians are expected to assist in the smooth running of the setting by paying promptly on a half termly basis.

ACTION TAKEN BY THE TREASURER ON NON-PAYMENT OF FEES

The Treasurer will receive notification of all fees due from the Manager at the start of each half term.

1. After two weeks, if payment has not been received, the Treasurer will issue a gentle 'Reminder to pay' letter.

If payment is received within seven days no further action need be taken.

2. If payment is not received, the Treasurer will issue an 'Overdue Account' letter asking for payment in full within seven days (plus bank charges if applicable).

If payment is received within seven days no further action need be taken.

3. If payment is not received a further letter will be sent out asking for immediate payment in full AND a warning that a £10 administration fee will be added.

If payment is received by the child's next session at pre-school no further action will be taken.

4. Should payment remain unpaid by the child's next session at pre-school, a final 'Warning' letter will be issued PLUS a £10 administration fee will be charged.

The child will NOT be allowed to attend pre-school sessions until payment is received in full (including any costs incurred by pre-school in the pursuit of the overdue fees).

The parent/carer will be warned that if payment is not received within seven days then the pre-school will have no alternative but to take legal action to recover the outstanding payment.

If payment is received no further action will be taken.

5. If payment is not received within seven days, the pre-school will immediately begin proceeding in the County Court for which we charge an administration fee of £50 AND all court costs. If a representative from the pre-school is required to attend County Court, costs will be applied at a rate of £20 per hour.

As a considerate organisation we appreciate that occasionally unforeseen circumstances may occur that result in the late payment of fees. We are committed to resolving payment issues promptly with parents/guardians as openly and fairly as possible and will agree an appropriate payment plan. Confidentiality will be assured.