



Fees Policy

Procedures

- Invoices are issued at the end of the term, in advance of the new term starting.
- Fees are payable by the start of the new term.
- Reminder emails will be sent out to parents who fail to maintain payments. Anyone experiencing difficulty in paying fees should contact the administrator or pre-school manager whereby a mutually agreeable outcome will be decided upon.
- If payment is not received by the end of the first week of term, and the parent/carer has not discussed payment terms with the administrator or pre-school manager, a £20 late payment fee will be applied to the invoice.
- If fees remain unpaid with no payment plan in place after three weeks, the pre-school committee reserves the right to reduce the child's sessions until payment is received. The extra sessions will then be offered to those on the waiting list and therefore there is no guarantee that suspended sessions will be available for reinstatement.
- In the event of persistent non-payment, the pre-school committee reserves the right to issue court proceedings and/or pass the debt to a debt recovery company to recover the sum due and any related costs incurred.

Increasing Sessions

- Parents are given the option to increase sessions depending on availability.
- Increases in funded sessions are available at the start of the three main terms; September, January and April.
- Non-funded sessions can be increased at any time, providing there is space available.

Decreasing Sessions or Cancelling Your Place

- If you wish to reduce the number of sessions your child attends, or wish to cancel their place at pre-school, we require 6 weeks' notice. This notice period starts the day following written confirmation that you wish to do so.

- If you do not wish your child to attend during the notice period, all sessions must still be paid for. If your child attends funded sessions, the funding cannot be claimed by another setting until the 6 weeks' notice period has passed. Alternatively, we can invoice you for the notice period if you would prefer.

Additional/Emergency Sessions

- Providing we have a space available, we are able to offer one-off additional sessions. These sessions must be paid for in advance of the session.
- In the event of your child requiring an emergency session at short notice, session fees must be paid for by the end of that week.

Late Pickups

- Pickup times are strictly 11.45am and 2.45pm
- If parents or carers are going to be late, they should arrange for somebody else to collect the child and telephone the pre-school to inform us of who will be collecting, along with a description and password, so that the staff are aware of who to expect.
- Any collections that are more than 15 minutes late or on the third occasion of a late pick up of less than 15 minutes a £20 charge will be made.

This policy was adopted at a meeting of Southmoor Pre-School *(name of provider)*

Held on _____ *(date)*

Date to be reviewed _____ *(date)*

Signed on behalf of the provider _____

Name of signatory _____

Role of signatory (e.g. chair, director or owner) _____