

Non Payment of Fees Policy

We aim to ensure the financial stability of the pre-school, by having a fair and consistent process for pursuing non-payment of fees.

In order to achieve this aim, the preschool will:

Include full written information for parents/carers of the fee and payment structure of the preschool.

Issue details of fees due to parents/carers around the 2nd week of each half term. These details will document the number of sessions being paid for and the rate they are being charged at.

Fees will be required to be paid within two weeks of parents/carers receiving the bill. Fees can be paid weekly or monthly on request, and by prior agreement with the pre-school.

It is our policy to pursue all unpaid fees through the Small Claims/County Court, or via a debt collection agency for the recovery of the preschool's money

If a family has used the services provided by the preschool without payment or their payment is dishonored, the preschool will follow the following procedure:

- 1) If no payment is received by the due date on the invoice then a late fee of 10% of the outstanding bill will be added to your next bill. We will issue a letter, detailing the amount overdue and requesting payment in full within two weeks. If payment is received, no further action will be taken.
- 2) If payment is not received, and no contact is made with the preschool regarding the overdue amount within two weeks, a second letter will be issued, warning that if immediate payment is not made in full within the next week, or contact is not made with the pre-school to discuss the outstanding amount, a £10 admin fee will also be issued.
- 3) If no payment is received, and no contact is made with the pre-school regarding the matter, a "Final Warning" letter will be issued, detailing the pre-school's intention to proceed with recovering the debt through a Small Claims Court or a Debt Collection Agency. When proceedings commence, an admin charge of £50 will immediately be incurred, and the parent/carer will be liable for all Court Costs/further admin costs associated with recovering the debt. If the preschool is required to attend the Small Claims Court / meet with the debt collection agency, costs will be applied at a rate of £50 per hour. You will have a final two weeks to make payment in full from the date of this Final Warning letter before the preschool begins proceedings. If the pre-school commences proceedings, and payment is subsequently received, any costs which have been incurred up to this point will still be chargeable to you.

Of course, the preschool would like to avoid taking any of the above actions; therefore, if you do find you are having difficulties paying the fees when they are due, it is essential that you **MUST** talk to a member of staff, to enable us to deal with your situation in a way that suits both yourself and the preschool.

09/2023