



5.11 Non Payment of fees policy

This policy was adopted at the meeting of Little Thetford Acorns Pre-school and Children's Club. Staff failure to comply with this policy may be considered serious enough to result in the induction of disciplinary procedures.

Date of adoption	May 2018
Reviewed	September 2021
Signed (on behalf of the management committee)	
Name of signatory	Kate Hilton
Role of signatory	Chair
This policy will be reviewed	Every two years
Date of next review	September 2023

Policy statement

We welcome children and families from all sections of the community and believe that all children and families should be able to access the childcare and support they need, regardless of income or economic backgrounds. It is our intention to be sympathetic to the needs of children attending Little Thetford Acorns when families encounter financial difficulties, whilst competently collecting outstanding amounts as they fall due.

All fees must be paid when due, or a payment agreement should be in place. We expect all fees to be paid by the due date. If this is not possible, parents/carers should contact us early to discuss alternative arrangements.

This policy sets out the expectations of Little Thetford Acorns Pre-School in relation to payment of fees.

This policy is necessary in order to;

- Maintain the financial viability of Little Thetford Acorns.
- Provide the Pre-School with transparent methods of collecting fees due
- Give parents/carers a clear structure for maintaining payments

Please see also our Fees Policy 5.4

Procedures

- A reminder to parents that fees are due, by way of email or group message on the sign in/out system is given before payment due date.
- If the amount due is not paid by the payment date, the following process is carried out –
 - Within 5 working days after the payment due date, we contact the parent directly, to request payment.
 - If payment is not received within 1 week of this initial contact, we formally write to the parent requesting payment.
 - If payment is still not received within 1 week of the letter being sent, contact is made with the parent requesting a meeting to discuss the matter. (Example letters attached to main policy).
- If any form of contact with the parent has had to be made, a £15 late payment charge is added to the next invoice, this is to cover any additional administrative work. (This

charge will only be levied under exceptional circumstances and is to the discretion of the Administrator).

- If payment is not made to settle the monies owed within 3 weeks of the original payment due date without explanation, we reserve the right to withdraw the child's place with immediate effect. In the case of an Early Years Funded child, we reserve the right to only allow them into the setting for the agreed funded hours.
- If payments are persistently late each half term, we reserve the right to withdraw the child's place with immediate effect. In the case of an Early Years Funded child, we reserve the right only allow them into the setting for the agreed funded hours.
- The setting will pursue the recovery of any outstanding debt through the small claims court.
- The setting will be sympathetic to parents/carers who are having or who anticipate having difficulty in paying and it may be possible to arrange an individual payment plan. However, this must be negotiated between the setting Administrator and parents/carers, preferably in advance. Any family in this situation should contact the setting – office-littlethetfordacorns@btconnect.com to arrange the meeting as soon as possible. All information will be treated in the strictest confidence.

Legal framework

By accepting a place at Little Thetford Acorns Pre-School, parents/carers enter into an unwritten contract with us where we provide pre-school education in return for a fee. The terms of the contract are breached if fees are not paid. This policy sets out what action may be taken in case of a breach of contract.