



**Risby Preschool
& Childcare Services**

Charity no. 1030761

Fees Collection Policy

Wrap around childcare fees and notice periods

Pre-booked Permanent Sessions:

Once the booking is confirmed with the setting these places are permanently on the register and the booking is secure for the term.

These pre-booked sessions must always be paid for in advance and are billed on a term basis via an invoice.

We require 4 weeks' notice to cancel these permanent pre-booked sessions.

Our current sessions are

Sessions

Early birds (8am – 8.45am)

After-school (3.30pm – 4.30pm)

After-school (3.30pm – 5pm)

After-school (3.30pm – 5.30pm)

After-school (4.30pm – 5pm)

After-school (4.30pm – 5.30pm)

For current fees for these sessions please ask the Setting Manager.

Block Booking Sessions

These are non-permanent, pre booked sessions for places required for a minimum period of 2 weeks. Once the booking is confirmed with the setting these places will appear on the register and are secure for the duration of the booking. We cannot guarantee a place beyond the booking period.

These pre-booked sessions must always be paid for in advance and are billed via an invoice.

We require 7 days' notice to cancel a block booked session otherwise payment will be required for the session.

Current session fees are based on permanent bookings with an additional charge of 50p per session to cover the additional administration time and consequently to ensure the sustainability of the setting:

For current fees for these sessions please ask the Setting Manager

Pay as you go – single session ad-hoc bookings

These are non-permanent sessions. Payment for the session will be required when the booking is made. However, as ad-hoc places will take a space on the register, we expect that these sessions will be paid for irrespective of a child attending the session or if you decide this is no longer required. Persistent non-payment for non-attended ad hoc sessions may result in future bookings being refused.

Please note that places are limited and we cannot guarantee a place for a child.

Current session fees are based on permanent bookings with an additional charge of 50p per session to cover the additional administration time and consequently to ensure the sustainability of the setting:

Preschool fees and Notice periods

In line with government guidance, all children aged three to four, as well as eligible two-year-olds, are entitled to up to 15 hours of funded early education per week for 38 weeks of the year.

We also offer the additional 15 hours of extended government funding for eligible working parents of children aged two to four.

Parents may use their funded hours for preschool sessions scheduled between 9:00am and 3:00pm during term time only.

Any sessions attended outside of the hours of 9am and 3pm will be subject to additional charges to which you will receive a termly invoice by email. If started mid-way through a term then an invoice will be sent straight away.

Once the booking is confirmed with the setting these places are permanently on the register and the booking is secure for the term.

These pre-booked sessions must always be paid for in advance and are billed on a term basis via an invoice.

We require 4 weeks' notice to cancel any chargeable preschool sessions that are not government funded.

Sessions are:

Morning session 9am-12pm

Morning session and lunch club 9am-1pm

All day session 9am-3pm

Early morning drop off 8.45am-9am (chargeable)

Late pick up 3.00-3.30pm (chargeable)

For current fees for these sessions please ask the Setting Manager

In some circumstances we are able to offer preschool sessions on an adhoc or block booked basis. We can only offer this by prior arrangement with the Setting Manager

Late collection

In cases of lateness in collecting a child, a charge will be made. Where collection is after 5.30pm a charge of £16 per 15 minutes will be made.

Additional terms

Fees must still be paid if a child is absent through illness, holiday or other reason as staffing and running costs still need to be met.

If a child is absent for a prolonged period the situation will be reviewed alternative sessions may be offered but this is not always possible. Any child not attending for a period of two weeks without explanation may lose their place.

The setting reserves the right to increase the session fee and will give at least half a term's notice of any fee increase.

If there is a problem making any payment please talk to the Setting Manager or the Treasurer as soon as possible. They can review and agree terms and will help sort out a suitable payment plan.

Payment methods

Wrap around sessions - Pre-booked Permanent and Preschool Sessions:

All parents/carers will be emailed a termly invoice at the beginning of each term or straightaway if starting throughout the term. Payment is due immediately. A reminder will be emailed within the first 2 weeks after the invoices are issued.

The preferred method of payment is electronic direct into the Risby Preschool & Childcare Services bank account:

CAF Bank Ltd

Sort Code : 40-52-40

Account Number : 00019281

If electronic payments cannot be made, payments can be made in cash handed to a member of staff in a sealed envelope. A receipt will be issued if requested. The setting also accepts childcare vouchers which can be used.

Wrap around sessions - Block Booking

All parents/carers will be billed via an invoice, in advance. Payment is due immediately. Invoices should be paid electronically as above.

Wrap around sessions - Pay as you go, single session ad-hoc bookings

Payment for any pay-as-you-go session is required on the day of the session. Payments can be made in cash or electronically online into our bank account as above.

Non-Payment of fees

To ensure the financial stability of the setting we will pursue outstanding fees in the following manner.

If a payment plan has been agreed with the Treasurer the setting reserves the right to withdraw that facility if the agreed payments are not made. If payments are not paid as agreed, the full amount outstanding will then be due within seven days of the issuing of an overdue account letter.

If a family has used the services provided by the setting without payment, or their payment has been dishonoured the setting will follow the procedure below.

- Issue an 'Overdue Account' letter asking for payment (plus bank charges if applicable) in full within **seven** days. If payment is received within **seven** days no further action will be taken.
- If payment is not received a 'Second Warning' letter will be issued asking for immediate payment, in full in **seven** days plus a £10 administration fee. If payment is received within **seven** days no further action will be taken
- If after **seven** days full payment or a payment plan, agreed by the Treasurer and Chair, has not been received a 'Final Warning' letter will be issued plus a further £10 administration fee. At this stage the child(ren) will be unable to use our services until payment in full is received. If payment is received within **seven** days no further action will be taken
- If payment is not received within **seven** days the setting will immediately begin proceedings in the County Court for which we charge an administration fee of £50 plus all court costs. If the setting is required to attend at County Court, costs will be applied at a rate of £20 per hour.

This policy was adopted on.....

Signed (chair).....

This policy will be reviewed annually.

Our setting is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment.