

Fees Policy

This fees policy is designed to enable all users to understand the Fee Structure of the organisation and to help protect the charity against loss of income to ensure sustainability. The payment of fees is very important to maintain the high quality of childcare provided. A procedure is in place that supports the organisation to collect fees and enables parents to manage their childcare costs effectively.

1. Registration

A Registration fee (currently £15 per child) to add your child's name to the waiting lists for care provisions is payable in line with the current fees matrix as approved by the Centre's trustees annually. The Registration fee goes toward administrative and record keeping costs. The registration fee does not guarantee a child care place and is non-refundable.

The registration fee does not apply to those **only** accessing the Free Early Education Entitlement (FEEE) provision ie 2 years and 3 years old (sessional provision).

2. Deposit

Parent/carers are required to sign their fees contract before their child's start date- as agreement to adhere to the payment of fees including late payment of fee charges.

A full deposit payment totalling one month's fees is required; this can be paid in instalments over 3 months from the date of the formal offer letter confirming your childcare place. At least one deposit payment of a week's fee must be paid prior to your child's start date in line with your offer letter; this cannot be refunded should the place then not be taken up.

The full deposit is refundable at the end of your contract subject to one month's notice being given in writing and subject to any outstanding fees. Failure to give notice will result in the deposit being retained.

3. Payment of Fees

A statement of fees due will be given at the start of your contract and then in line with any changes to current provision and charges: Fees are payable according to your contract as follows:

All year contracts- fees are calculated over 52 weeks and can be paid in 12 equal instalments as per your statement throughout the year. A weekly discount is given to full week contracts-this is to take account of any closure i.e. Bank Holidays, Staff Training Days, annual closure at Christmas and any emergency closures. A credit will be applied to part week daycare contracts for any days the centre is closed in line with contracted days.

Term time contracts- In line with the centre's advertised term dates (daycare and breakfast and tea time provision). One months' notice must be given to end your contract see below, - Ending your contract.

Fees are calculated for each term and can be paid weekly or monthly in advance- fees must be paid to date by the end of each half term for care to continue for the following term. A weekly discount is given for full week daycare provision to take account of any closures that fall within term time. A credit will be applied to part week daycare contracts for any days the centre is closed in line with contracted days.

Holiday club- in line with the centre's advertised term dates – days must be booked and fees must be paid one week in advance. Notice of cancellation must be given one week prior.

All fees must be paid in advance of service received. Fees can be paid by cash, cheque, standing order, electronic banking, childcare vouchers, or payment schemes with your place of work or study.

Late Collection charge – failure to collect children at the end of your allocated session may be subject to a fee:

- £10.00 for up to and including the first 15 minute period.
- £10.00 for each subsequent 15 minute period or part collection.

Failure to make payment within 7 days will result in the charge being added to your account.

Cheques returned to the centre unpaid will be subject to a £10.00 charge which will be applied to your account. A further unpaid fees penalty will be applied for each week that payment is not received.

Individual payments need to be received for each child and fees must be clearly designated for each child's account as indicated on statements.

Childcare Vouchers can be redeemed against fees due in line with current HMRC guidelines- these must be referenced to each child individually.

Any fees that are outstanding in line with contracts will be subjected to 10% weekly fine

Fees are reviewed annually by the Trustees. Any amendments will be communicated to parents as soon as possible.

4. Record of Payments

A record of all fees due and received will be maintained for each child.

A Receipt will be given for all fees received by cash and cheque and entered on the centre's accounting system.

All fees taken as above will be balanced and agreed with the cash/cheques taken on a daily basis

Any discrepancies will be dealt with immediately and notified to Finance Manager and where necessary Treasurer.

Fees paid directly into the organisations bank accounts are downloaded monthly and added to individual accounts accordingly and any outstanding arrears will be advised.

5. Free Early Education Entitlement (FEEE- Government Initiative)

This will be deducted from fees due for all qualifying 2, 3 and 4 year olds according to the contract.

Discounts and administration charges: see current fees list

6. Ending your contract

In line with terms and conditions of contracts a minimum of one months' notice is required when a child is leaving the provision. Should one months'

notice not be given payments will be charged for the period and deposit payments being retained in lieu of outstanding fees. Fees that are not paid will be subject to unpaid fees procedures.

When notice is received to terminate a contract a final statement of fees due to end of provision will be issued taking into account the repayment of deposit. Further payments of childcare vouchers can only be accepted against fees due. Childcare Vouchers received after the end of a contract will incur a 20% administration fee and balance will be refunded to the parent.

It is parent's/carers responsibility to ensure that all standing order payments are stopped once notice has been received by the Centre. Standing Order over payments will incur a £10.00 Administration Fee.

All credit balances will be repaid directly into your accounts within two months.

7. Fees Arrears

It is extremely important to the Charity that we do not place families in a position of financial difficulty and therefore we follow a clear procedure in the unfortunate situation of a parent falling into arrears with their fees.

Procedure for unpaid fees:

- A missed payment will be discussed in confidence with the parent and a verbal contract will be made with regard to outstanding fees and agreement made as to how these fees will be paid. This will be acknowledged by formal letter. If the payment is not paid in full a further formal notification will be provided to the parent and a meeting arranged to discuss the issue further with the parent.
- If the payment is not received in full within the month, steps will be taken to recover the outstanding amount and the child's place will be suspended until the payment is received in full, for 3 months unless otherwise agreed.
- All outstanding fees are subject to loss of any discounts given and a charge of 10% will be added on a weekly basis
- The charity will make a claim to the Small Claims Court for reimbursement
- The charity will work with any member who experiences financial difficulty according to an agreed payment plan being adhered to.

Policy Name	Fees Policy
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Version Number	V1
This policy was developed by	Governance and Accountability Sub Group
These people were consulted/ involved in developing the policy	Finance Department
This Policy was adopted by	Trustee Board
Date	March 2018
Signed	
Name	James Wragg
Role	Chairperson
Next Review Date	March 2019