

## Non Payment of Fees Policy

Trull Saplings Preschool 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 Trull Saplings Preschool 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 within 14 days of the date stated on the invoice. If this is not possible, parents/carers should contact us early to discuss alternative arrangements. This policy sets out the expectations of Trull Saplings Preschool in relation to payment of fees.

This policy is necessary in order to;

- Maintain the financial viability of Trull Saplings Preschool
- Provide the Preschool with transparent methods of collecting fees due
- Give parents/carers a clear structure for maintaining payments

### Procedures

The Business Manager will offer different payment options to the parent/carer in order to resolve the situation for both parties. In the event of a personal crisis and where a person makes contact their circumstances will be considered with a view to agreeing a reasonable payment arrangement, minimising recovery action and helping to alleviate hardship.

The Business Manager will take necessary steps to recover the outstanding fees, such as reminder emails, offering payments in instalments, discussions with individuals etc. If by the end of the current term, fees are still outstanding, a combination of one or all of the following approaches will be considered in consultation and agreement with the committee;

- A personal letter to be sent from the Business Manager, explaining the importance of the fees in the running of the Preschool and asking for fees to be brought up to date immediately. Parents/carers to be invited to attend a personal interview to discuss the situation with the Supervisor and Business Manager.
- For a fee paying child, suspension of the child's place pending payment of the outstanding fee due. In this situation, fees would continue to be charged during the suspension period (up to 2 weeks).
- For a fee paying child, removal of the child from the setting and the place being offered to the next available child on the waiting list.
- For a funded child, if they are exceeding their allocated funding entitlement, their hours will be reduced to the maximum hours they are entitled too.
- As a final measure the small claims court procedure will be initiated. All expenses incurred by such a route will also be payable.
- Where fees remain outstanding after the child has left the setting, any offers of places made to siblings will be conditional on outstanding fees being paid. All future payments to be made by Standing Order. Persistent late payment may also result in the child being removed from the setting.
- All financial issues are dealt with in the strictest confidence. Personal details are not divulged in committee meetings etc and are only known by the Supervisor, Business Manager & Chair of the Committee. The Chair of the Committee should be kept informed of the position at all times and should be paramount in any decisions or action applied.



### **Legal framework**

By accepting a place at Trull Saplings Preschool, parents/carers enter into an unwritten contract with us where we provide Preschool 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.

### **Linked Policies**

Our non payment of fee policy links directly with the following other policies within our setting:

- Confidentiality policy
- Payment of fees policy