



## Payment and Collection of Fees Policy and Procedure

At Bottesford Bunnies, we are committed to equal opportunities for everyone, ensuring it is accessible to all families in the community, whilst providing high quality care and education and aims to keep fees as competitive as possible. We also recognise that families have variable needs. We therefore endeavour to meet the individual needs of all families.

### PROCEDURES

Fees are payable monthly, the deadline 2 weeks after issue. Parents/Carers are notified of the required fees at the beginning of each month by bill, via Parent zone or handed over.

Payment can be made online (details are shown on the bill. Bottesford Bunnies is also registered to receive payments through tax free childcare. (More information can be obtained from the Director, Clare)

It is the responsibility of the Parent/Carer to ensure payment reaches Pre-School by the specified date.

However, if a Parent/Carer has difficulty paying by the due date, they must advise Clare Williams (Director)

If the fees are not paid by the due date and Parents/Carers do not advise Clare, then a £10 late fee will be incurred.

If a child is collected **15 minutes** after the session finishes, a charge will be made for the care provided based on the hourly rate. Late collections are recorded on Connect and the Director Clare, notified.

Flexible funding up to 15 hours a week is available to all children, If a child is accessing more than their entitlement, then additional hours will be charged for. If no payment of these additional fees is received within the specified time period detailed in this policy, then the extra hours will be withdrawn.

Funding for 30 hours per week is available, however it is subject to parents, meeting certain criteria. Parents must apply for this additional funding themselves and reconfirm their continued eligibility. If this is not done, then charges will be made. Parents/Carers are free to use their funding at any registered setting or multiple settings.

Our term dates are similar, but may not match exactly, to Bottesford Infants/Juniors School, these are published to Parents/Carers on the website and are available on

request. They may be amended, should the need arise, and Parents/Carers will be informed as soon as possible.

Morning sessions run from 9.00am to 11.30am and the cost is £6.75 per hour.

Afternoon sessions run from 12.30pm to 3.00pm and the cost is £6.75 per hour

Lunchtime sessions run from 11.30am to 12.30pm and the cost is £6.75 lunchtime is flexible and this hour may be covered by the free funding.

Breakfast care from 8.30am- 9am costs £5. (This is payable, whether or not, the child attends) £2.50 from 8.45am

Anyone who may need to pay fees on a weekly basis can do so, with the agreement of Clare (Director)

Payment of fees is made regardless of whether your child is able to attend or not, i.e. holidays or illness. However, if a child is absent from the setting due to long-term illness, then this deemed as an exceptional circumstance and will be dealt with on an individual basis.

Refund of fees will not be given for up to 3 days in the event of the unexpected closure of the Pre-School. (For further information, please refer to our Unexpected Closure of the Pre-School Policy)

We request that 1 months' notice is given before withdrawing your child from our sessions or amending sessions. If notice is not given, we reserve the right to charge fees for a maximum of 1 month

If a child starts at the setting mid-term, the fees will be calculated and adjusted accordingly.

#### NON-PAYMENT OF FEES

We encourage Parents/Carers to make early contact with the Pre-School should there be a circumstance in which the fees cannot be paid by the date specified. Where changes in family circumstances result in a loss of income due to illness, redundancy, bereavement, separation or divorce, or the long-term absence of the child due to illness, we negotiate a reduced payment plan, which benefits both parties. Once a payment plan has been agreed, it will be closely and regularly monitored by Clare (Director) and reviewed as necessary.

However, if no contact up to 7 days has been made from the Parent/Carer advising Pre-School of a late payment, then a £10 fee will be added to the outstanding amount and a letter sent advising of this.

Should non-payment of fees continue and no contact has been made from a Parent/Carer, then Bottesford Bunnies has the right to suspend the child's place until such time, the outstanding amount is paid. If the child is part funded and pays the difference, then these unfunded hours may be suspended.

#### COLLECTIONS AND DEBT RECOVERY

Our aim is to promote positive action to prevent arrears occurring by providing a range of payment methods; however, the Pre-School will consider enforcement action against deliberate non-payers of those who delay payment.

Where a Parent/Carer makes contact with the Pre-School, their circumstances will be sensitively and confidentially considered with a view to agreeing a reasonable

payment scheme and minimising recovery action, thus helping to alleviate possible hardship.

Where Parents/Carers fail to establish contact or maintain arrangements, recovery action will continue.

**THE DIRECTOR WILL:**

Contact the Parent/Carer within 7 days after the payment due date has expired.

Send a payment reminder letter within 14 days after payment due date has expired and the Parent/Carer will be encouraged to discuss any difficulties they may be experiencing with payment. All information collected is strictly confidential and governed by the Data Protection Act 2018 And GDPR 2018 and Bottesford Bunnies Confidentiality policy.

Advise on possibility of utilising tax credits, childcare vouchers or tax-free childcare.

Liaise with Parent/Carer to advise on re-scheduled amount in writing, showing relevant amounts and instalment due dates.

Advise the Parent/Carer to commence and maintain payments immediately.

**References to other policies:**

- Admissions
- Communication & Working in Partnership
- Complaints
- Confidentiality
- Equality of Opportunity
- Non-Collected Children
- Safeguarding Children

Fees will be reviewed annually.

Any complaints regarding this policy should be dealt with via the current complaints procedure. (Complaints forms can be found in the back of the policy file)

This policy is in line with the Early Years Foundation Stage (EYFS)

Reviewed: December 2011

Reviewed by: Clare Williams (Owner)

Next Review Due Date: December 2012

Reviewed March 2013

Next Review March 2014

Updated April 2013

Reviewed and updated June 2014

Next Review June 2015

Amended July 2014

Amended June 2015

Next review June 2016

Reviewed by staff, manager and Owner May 26<sup>th</sup> 2016

Next review date May 2017

Reviewed and updated March 2017

Next review March 2018

Updated April 2017

Next review April 2018

Updated by Owner, Manager and practitioner's ant team meeting March 2018-06-29  
Next review March 2019

Reviewed and updated at staff meeting April 2019

Next review date April 2020

Reviewed and updated at staff meeting September 2020

Next Review date September 2021

Reviewed and updated at staff meeting October 6<sup>th</sup>, 2021, by Director, Manager, Deputy and Practitioners

Next review date October 2022

Reviewed and updated at staff meeting October 19<sup>th</sup>, 2022, by Director, Manager, Deputies and Practitioners,

Next review date October 2023

Reviewed and updated at staff meeting September 19<sup>th</sup>, 2023, by Director, Manager, Deputies and Educators.

Next review date September 2024

Reviewed and updated at staff meeting November 13<sup>th</sup>, 2024, by Director, Manager, Deputies and Educators.

Next review date November 2025

Reviewed and updated by Director, Deputy and educators at team meeting Wednesday 17<sup>th</sup> December 2025

Next review date December 2026

Signature: