



Payment of Fees Policy

A fees invoice will be issued by the Fees Officer/setting to each parent/carer at the beginning of each half-term setting out the fees due, including any hours covered by government vouchers.

Fees should be paid by the parent/carer within 2 weeks of receipt of the fees invoice.

In the event of non-payment, the following procedure should be followed:

- Speak to parent and find out why they are unable to pay. Offer to let them pay the money back in instalments, and draw up an agreement, if the parent accepts this. Direct them to the organisations listed below for further help and guidance.
- If an instalment agreement cannot be agreed, and the parent says that they will pay, ask for payment within seven days.
- If the payment is received within seven days, no further action will be taken.
- If payment is not received within seven days, write to the parent asking for immediate payment in full, plus £20 Administration charge. **At this stage, attendance of those children on vouchers will limited to the 15hrs free entitlement and any additional hours capped until payment has been made. Children not on vouchers will be unable to attend Puddleducks until full payment has been received, or an instalment agreement has been reached.**
- If payment is received within four days, no further action will be taken and the parents' child(ren) will be permitted to continue attendance at Puddleducks.
- If payment is not received within four working days, a 'last chance' letter will be sent to the parents asking for immediate payment plus £20 Administration charge.
- If payment is received within four days, no further action will be taken and the parents' child(ren) will be permitted to continue attendance at Puddleducks.
- If payment is not received within four working days, Puddleducks will immediately begin County Court proceedings, for which an administration fee of £50 and all court fees will be charged to the parent.
- If Puddleducks is required to attend County Court, costs will be applied at a rate of £20 per hour. It is Puddleducks policy to pursue all unpaid fees and other thefts through the County Court for recovery of our money.
- If your child is absent from preschool on a day when they are scheduled to be there, fees are still payable.



Useful contacts

PayPlan: This service has no hidden charges or management fees so every penny goes towards to paying off consumers' debts as quickly as possible. Call 0845 085 4298 or visit www.payplan.com

National Debt Helpline: Expert advice and a free self-help pack. Call 0800 808 4000 Or visit www.nationaldebtline.co.uk

Citizens' Advice Bureau: Advice Charity. Look in your local phone book or visit www.citizensadvice.org.uk

Consumer Credit Counselling Service: Charity funded by the financial services industry, specialising in debt management plans. Call 0800 138 1111 or visit www.cccs.co.uk

Community Legal Advice Service (CLS): provides assistance with legal problems. Visit the CLS website on www.justask.org.uk

Taking someone to court: Visit www.moneyclaim.gov.uk or apply for forms at Cambridge County Court 0844 892 4000

This policy was adopted at a meeting of Over Puddleducks Pre-school held on

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Signed on behalf Over Puddleducks Pre-school