

## Fees Payment Policies and Procedures

### Current fee rates:

Fees from 1 Sept 2015	Unfunded	Funded
Morning session 9h10 to 12h10	£11.40	n/a
Morning Snack*	£0.40	£0.40
Lunch time** 12h10 to 12h30	£1.20	£1.20
Afternoon session** 12h30 to 15h30	£11.40	n/a

*\*Optional. If you inform us in advance that you do not wish your child to be given snacks by us, you will not be invoiced for this.*

*\*\* We do not supply lunch*

### How fees are invoiced:

- Invoices for fees are issued monthly in advance and placed in your child's book bag.
- Invoices show sessions booked and how the weekly payment is calculated.
- You can pay weekly, monthly or termly (in advance), but all invoiced amounts must be paid immediately upon receipt of the invoice. Payment details will be on invoices.
- Any amounts outstanding after the 15<sup>th</sup> of the month may incur a 5% surcharge that will be applied to a subsequent invoice, unless you have agreed a later payment with us in advance. The 5% surcharge is levied at the Committee's discretion.

### Adjustments to fees:

- Extra sessions attended, corrections and other adjustments will be included on the next invoice, or an additional invoice / credit note will be issued.
- If playgroup is closed, for example due to a snow day, we will refund you any amounts already invoiced &/or paid for the affected session(s) on the next invoice.
- If your child misses one or more sessions as a result of, for example, illness or holiday, you will still be required to pay for the session to hold your child's place open as staff rotas, catering etc are set each month.
- If your child is in hospital or is ill for a long period of time, it will be at the Committee's discretion as to whether you will have to pay fees during that time to keep your child's place - please discuss with us in advance where possible.
- 4 weeks' notice must be given to change your child's sessions to allow us to book lunches and check staff ratios; where possible we will agree changes in sessions from an earlier date.
- If you take your child out of playgroup with less than 4 weeks' notice, you will still be required to pay for those sessions unless agreed otherwise with us in advance.

### How to pay fees:

- Please put the completed remittance slip (detached from the bottom of your invoice) in your child's book bag so we can allocate payments correctly.
- Receipts for cash & cheque payments will be processed weekly by two people and returned via book bags.

<b>BACS</b>	Transfer to <b>SortCode: 40-32-03 Account: 51380419</b> with your child's name as a reference
<b>Vouchers</b>	Ask for details; we accept most types of childcare vouchers.
<b>Cheque</b>	Make payable to "First Steps Playgroup" with your child's name on the back. A £15 fee will be charged for any cheques that bounce and thereafter future payments <b>MUST</b> be made in cash.
<b>Cash</b>	Post (with the cash & remittance in a sealed & named envelope) in the cash box at playgroup.

### Late payments:

Any amounts outstanding after the due date may incur a 5% surcharge that will be applied to a subsequent invoice, unless you have agreed a later payment with us in advance. This surcharge is levied at The Committee's discretion. Should you fall into arrears, the following procedures will be followed:

- (1) Verbal reminders / payment requests issued by the Manager
- (2) Written reminder / payment request issued by the Treasurer with a suggested payment plan to catch up to an acceptable level
- (3) If payment plan is not being met, we will inform you in writing that your child will be unable to attend their sessions until full payment has been made or an alternative payment plan has been agreed and is being met
- (4) Unpaid outstanding fees will then be progressed through the Small Claims Court.

**PLEASE SPEAK TO THE MANAGER ASAP IF YOU ARE EXPECTING DIFFICULTIES WITH PAYMENTS**