

## Payment of Fees Policy

Our invoicing schedule is routinely maintained using the Super Fox system producing an invoice run monthly in advance, usually the middle of the month. Invoices will be placed in children's drawers for collection by parent/carers with the expectation to be paid by the beginning of the following month.

Invoices will show clearly the number sessions booked for the coming month and will include any additional bookings or outstanding items since the last invoice was issued. Places booked are invoiced for and unless the management deems circumstances warrant non-payment then all sessions, even in cases of sickness absence need to be paid for.

School dinners will be added a month behind unless already paid for, to ensure that none attendance and overcharges are not made.

Payment can be made by card, cash, and bank transfer or voucher schemes only. (No Cheques) Our bank details are documented on the invoice.

Two weeks paid notice is required when leaving the setting.

If payment has not been received 2 weeks after the due date stated on the invoice, a verbal reminder will be given by the managers to establish if there is any difficulty and suggest a payment plan.

If payment is still not received within 4 weeks of the due date a written reminder will be given by the managers which may suggest dropping sessions to lessen the debt.

After 8 weeks the child's place may be removed from the register and allocated to the next child on the waiting list.

Legal action will also be taken to recover any fees owing through a debt collection agency.

Any fees incurred will be added to the amount owing.

We hope outstanding fees will not get to this stage and urge any parent who is having difficulty paying their invoice to come and inform us immediately, so we can work out a weekly payment plan and reduce number of sessions to clear the outstanding debt. Negotiations can then be made to increase sessions if required.