



Poulton St Chad's Nursery



Late Payment Policy

METHOD OF PAYMENT:

ALL fees for Childcare in Poulton St Chad's Nursery will be **due by the 15th of the month** unless special arrangements are made. Fees can be paid preferably by Standing Order, Debit Card, Cash, Cheque or Childcare Vouchers. However, for any cheque that is returned unpaid, a further charge will be added to your account.

A minimum of 4 weeks notice in writing will be given for any proposed fee increase.

It would be most helpful to staff if all parents/carers, where possible, could pay by standing order.

CHARGES FOR HOLIDAY PERIODS:

Nursery fees will also be due for holiday periods. We do not charge for Bank Holidays or the period we are closed between Christmas and New Year

WHAT IF MY CHILD IS ABSENT:

If your child is absent, charges will apply as normal. However, in special or exceptional circumstances, you may request a meeting with the Manager to discuss your child's absence, who will review the fee position relative to the period of absence.

WHAT IF I CAN'T PAY MY FEES ON TIME:

Fees for Nursery are due by the 15th of the month unless special arrangements are made. If you are unable to make payment of your fees on time it is important that you contact our office on 01253 892 647 immediately to let us know. Where possible, we will work with you to organise and agree a written short-term payment plan to enable you to keep your child's place at the Nursery. If this plan is not followed then we will follow the "WHAT HAPPENS IF I DON'T CONTACT YOU" section.

WHAT HAPPENS IF I DON'T CONTACT YOU

If fees for childcare are not paid on the agreed day and no contact has been made by you regarding your fees a £10 administration charge will be added to your account and we will try to contact you to discuss this matter. If we are unable to contact you and / or the fees remain unpaid, the following procedure will apply:

FEES ONE WEEK OVERDUE:

We will write and advise you of the outstanding balance and remind you of our terms and conditions and request that you settle your account. At this point a £20 administration charge will be added to your account

FEES TWO WEEKS OVERDUE:

We will again write to you advising that the outstanding balance on your account requires to be cleared in full by the following Monday. If you do not pay the balance by the Monday, we will unfortunately be unable to accept your child into Nursery with immediate effect and a £20 administration charge will be added to your account.



Poulton St Chad's Nursery



FEES THREE WEEKS OVERDUE:

Although childcare will have been withdrawn due to non-payment of fees, we will write to you again advising that if all fees and arrears are not cleared in full by (date) we will have no alternative but to terminate your contract.

ARREARS DEBT:

At this stage you should note that consideration will be given to forwarding your debt to a Debt Recovery Services Agency and we will also notify Inland Revenue if you are claiming tax credits.

If I am Having Financial Difficulties and Can't Clear my Account by the Due Date—Will Childcare Stop?

We review each case individually and do understand that without childcare, parents/carers would often not be able to work. However, we do need to ensure that parents/carers continue to pay their ongoing fees in order that any arrears due by them do not increase.

It is important to note that whilst things go wrong occasionally, we would not be able to allow accounts to be paid late on a regular basis.

Is There Any Other Financial Help I Can Get?

Poulton St Chad's Nursery is unable to give advice on any benefits from other organizations. However, we have detailed below some organizations which may be able to give you further advice.

www.citizensadvice.org.uk

www.taxcredits.inlandrevenue.gov.uk

Tax Credits Helpline:
0904 169 0072