



Fees and Non-Payment of fees policy

Aims

- That the setting is not exposed to financial risk
- That the relationship between parents/carers and the playgroup remain positive.
- That the reputation of the setting is not adversely affected
- That all parents/carers are clear of the Playgroup procedures for fees and payments

Rates

All three- and four-year-olds are entitled to 15 hours per week of free childcare for 38 weeks of the year from the term following their third birthday. This is effective from either September, January or April. Some children are eligible for additional Government funding (e.g. working parent 30 hours, low income economic funded two-year-olds). Children who are entitled to funding can attend more hours per week, but the parent/carer is responsible for any fees in excess of the funded hours. Where funding is not received fees are payable by the parent/carer.

If parent/carer chooses to use funding at Nailsworth Playgroup they are requested to inform us of their funding code before starting. If parents wish their child to attend for additional sessions they will be charged £5.75 per additional hour for three- and four-year-olds and £6.00 for two-year-olds.

[Best start in life](#) is the new website and parent hub. Their helpful childcare support eligibility checker can help you find the correct funding support for your family.

Invoicing: Fees will be invoiced monthly at the end of the month. Payment is due within 14 days from receipt of invoice. All children will receive a monthly invoice on Tapestry even if they are only in receipt of funded hours. This is to provide clarity over the funding process and use these invoices for applications such as universal credit. If you require a paper invoice, please contact Vic in the playgroup office.

Payment: can be made in cash or bank transfer. Parents are requested to use their child's name as reference for any payments made in this way. Cheques cannot be accepted due to bank charges. Childcare Vouchers can also be used – please use the details on the invoice to set this up with your provider.

Voluntary charges

Parents are able to choose a 'little lunch' food option in our little room only. This is charged at £3 per week. Pre-school children can order hot school lunches from Nailsworth Primary school at a cost of £2.61 paid via the parentpay app. Parents who do not wish to pay for lunches will need to provide their child with a packed lunch.

Consumables & non-consumables

We do not charge any additional fees. Our activities and food costs are included in our funded and private fees.

EYPP

Some of our children receive Early years pupil premium. This is sent directly to the provider and is used to enrich some of our activities and resources such as Curious kids, baking activities and any equipment that would benefit the children in receipt of this funding. Each child has a detailed breakdown of the purchases that have been made using this money.

Attendance

We plan our staffing levels and set our budget well in advance. To operate, we therefore need notice of changes to numbers and thus our income. One month's written notice is required of a child leaving the playgroup or reducing their sessions, otherwise fees in lieu of notice will be charged.

Refunds: for the reasons given above, unfortunately refunds are not made for sickness or absence from the playgroup. Playgroup will endeavour to give as much notice as is reasonably possible prior to closing. If we must close or take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the hourly/weekly fee will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in duration (excluding any days when we would otherwise have been closed) we will not charge you with an amount that represents the number of days closed in excess of three days.

Non-payment of fees

Outstanding fees: If parents have any difficulty at all paying fees, it is essential that parents tell us immediately. We are always happy to discuss the possibility of alternative arrangements with parents with genuine financial difficulties.

If a family has used the services provided by the Playgroup without payment or their payment has been dishonoured, the Playgroup will adopt the following staged procedure:

1. Issue an 'Overdue Account' letter asking for payment in full within seven days. If payment is received within seven days no further action will be taken.
2. If payment is not received a second letter will be issued asking for immediate payment, in full within a further seven days. If payment is received within that seven day period no further action will be taken.
3. If after fourteen days from the original "Overdue Account" letter, full payment (or an agreed payment plan) has not been received, a final letter will be issued. At this stage your child(ren) will be unable to use our services until full payment is received. If payment is received within seven days of the "Final" letter, no further action will be taken. If payment is not received within seven days of the "Final" letter, the matter will immediately be referred to a debt recovery service. Failure to engage may affect your credit record in the future.

[Date]

Dear [Parent / Carer's Name]

RE: OVERDUE FEES – [Month], [Child's Name], [Value of Invoice]

According to our records your fees for this term are now overdue. Please could you forward your payment within 7 days of this letter to the Playgroup. A copy of the invoice is attached.

As a reminder, cash, bank transfer and childcare vouchers are acceptable.

If you have already paid, please accept our apologies and no further action is required. If you are having difficulties making a payment please contact Vic Mertens, Playgroup Manager on 01453 833511 to discuss a payment plan that we can support you with.

Yours sincerely,

Freya Taylor
Chairperson

[Date]

Date Dear [Parent / Carer's Name]

SECOND REMINDER – OVERDUE FEES

Further to my letter [Date] regarding your Playgroup fees, we have still not received payment. In accordance with the Playgroup's Fees and Non Payment of Fees Policy, if the full amount is not received within 7 days from the date of this letter, further action will be taken to recover this debt.

I have enclosed a copy of the invoice for your reference. As a reminder, bank transfer, cash and childcare vouchers are acceptable. If you have recently paid, please accept our apologies and no further action is required.

If you are having difficulties making a payment please contact Vic Mertens, Playgroup Manager on 01453 833511 to discuss a payment plan that we can support you with.

Yours sincerely,

Freya Taylor
Chairperson

[Date]

“FINAL WARNING” LETTER

Dear [Parent / Carer's Name]

FINAL NOTICE OF UNPAID FEES

Further to my two letters dated xxxx and xxxx relating to the overdue fees, the amount of £..... is still outstanding on your account. If the full amount is not received within 7 days from the date of this letter, the Committee will have no alternative but to forward this matter to a debt recovery service. Failure to engage may affect your credit record in the future.

From (tomorrow's date) your child(ren) will be unable to use our services until full payment is received. If payment is received within seven days of this “Final” letter, no further action will be taken. We will send no further reminders.

I have enclosed a copy of the invoice for your reference. As a reminder, bank transfer, cash and childcare vouchers are acceptable. If you have recently paid, please contact Vic Mertens, Playgroup Manager on 01453 833511 so we can update your account. If you are having difficulties making a payment please contact us so that we can provide a payment plan to support you.

Yours Sincerely,

Freya Taylor
Chairperson