



Fee Collection Policy

Version	Date	Responsible	Changes
2020/08	Aug 2020	JMB	Rebrand

Cambusbarron Village Nursery

Fee Collection Policy

Fees are needed to develop and sustain the service. When a child starts in a group, the basis on which fees are paid will be made clear in writing to the parents/carers of the child prior to acceptance of a place and are as follows:

- The amount they will be expected to pay, per session, per day, in the case of their child's absence from the group due to holidays or sickness.
- How often fees will be collected.
- When and how they will be collected.

Parents/carers will sign and return a slip to accept their child's place at Nursery. In doing so they are agreeing that they have read, understood and accepted the terms and conditions previously supplied to them. When collecting fees the group will at all times treat all parents/carers who use the service with consistency and confidentiality.

Fees Review

The committee will propose the fee level to the membership at the Annual General Meeting or, if necessary, at a Special General Meeting. All fees paid are solely for the use of the service and will be used to pay for staff salaries, hall lets, utility bills, equipment and to develop and sustain the service.

The Board of Directors will inform parents/carers of any proposed changes to fees at the AGM, where there will an opportunity to discuss levels before deciding on the proposal. If there is an increase in fees, the increase will come into effect from the start of the new term.

Payment Dates/Method

Fees will be invoiced and paid monthly by cheque, childcare vouchers or bank transfer. Parents and carers of children using the group will be made aware of the system when joining the group to ensure that payment is made on time.

The procedure for collection of fees and banking the money will be recorded to allow another directors or staff member to take over this duty in the absence of the responsible person.

Receipt for Payment

Bank statements will be considered as receipts for other methods of payment.

Payment whilst not using the service

Payment for the service will apply at all times including when on holiday and off sick. A retainer fee will not apply.

Contract Termination - Time Scale

There will be one month's notice given to terminate the use of the service by either the user or the provider.

Late Payment Fee

If fees are not paid at the agreed time a maximum of three letters requesting payment outlining the amount of payment overdue will be sent. The ultimate sanction will be withdrawal of service.

Refund Entitlement

Any overpayment of fees will be repaid in full.

If a parent decides their child will not attend nursery e.g. illness, holiday, but the service is open, fees will still be due. If the service is not available e.g. adverse weather, staff illness, fees will be refunded at the next opportunity.

Non Payment of Fees

Parents/carers are expected to contact the treasurer if they are having difficulty in paying their fees. If there is a problem with non-payment of fees, for whatever reason, the situation will be discussed within one to two weeks, confidentially, by the treasurer and the parents/carers concerned, to try and reach a reasonable solution for all. The sooner the matter is addressed, the smaller the debt will be and the greater the chances are of recovery. One such solution could be changing the frequency of the payment method from monthly to weekly payments.

If the problem persists, a more formal written contact will follow. A letter from the board of directors to the parent or carer detailing the amount owed and setting a time limit for payment will be sent. If this does not solve the problem, the committee will consider its next course of action. This may result in a legal letter. The committee may be forced to ask that the child be removed from the group.

Recovery of Debt

If fees are not paid, the other alternatives for recovery will be to pass the debt to a debt collection agency or the small claims court. The costs of these processes can be added to the outstanding debt.

Money Advice

The treasurer will signpost individuals to other local support agencies for support with financial matters i.e. local money advice centre, citizens advice centre etc.