

Harrold Pre-School Policies



NON-PAYMENT OF FEES POLICY

POLICY STATEMENT

In order to ensure the long term viability and financial stability of Pre-School, it is our policy to pursue all unpaid fees through the County Court for the recovery of Pre-School's money.

PROCEDURES

We aim to ensure financial stability of the Pre-School by having a fair and consistent process for pursuing non-payment of fees. If parents or carers become aware that they will struggle to make payment please contact the Pre-School Leader at the earliest opportunity.

In order to achieve this aim the Pre-School will:

- At induction fully inform parent / carers of the fee and payment structure of the Pre-School in writing
- Issue invoices to parents when fees are due. The invoice will give details of the sessions being paid for and the rate being charged
- Accept payment by bank transfer, cheque or cash

If a weekly or monthly payment plan is agreed between a family and Harrold Pre-School, the Pre-School reserves the right to withdraw that facility if weekly/monthly payments are **NOT** made. If payments are not paid, as agreed, the full amount outstanding will then be due within seven days of the issuing of an overdue account letter.

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

1. Issue an 'Overdue Account' e-mail 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 Warning' e-mail or 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 a payment plan agreed by the Pre-School's Leader and Committee Chairperson, has not been received, a 'Final Warning' letter will be issued. At this stage your child(ren) will be unable to use our services until payment is received **IN FULL**. If payment is received within seven days of the "Final Warning" letter, no further action will be taken.
4. If payment is not received within seven days of the "Final Warning" letter, the Pre-School will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs. If the Pre-School is required to attend at County Court, costs will be applied at a rate of £20 per hour.

Please see sample warning letters attached to this Policy:

SAMPLE – “OVERDUE ACCOUNT” E-MAIL

[Name & Address]

[Date]

Dear [Parent / Carer's Name]

RE: OVER DUE FEES – [Term] Term, [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 Harrold Pre-School. A copy of the invoice is attached.

As a reminder, cash, cheques and bank transfer are all acceptable. Please make cheques payable to Harrold Pre-School and write your child's name on the reverse. You can also pay using on-line or telephone banking, our bank details are as follows:

Account: Harrold Pre-School **Sort Code:** 090154 **Account Number:** 23166085

If you have already paid, please accept our apologies and no further action is required. If you are having difficulties making a payment at this time or have any queries relating to your account, please contact the Treasurer, (Name)

Yours sincerely

[Name] Treasurer On Behalf of Harrold Pre-School Committee

SAMPLE – “SECOND WARNING” E-MAIL OR LETTER

[Name & Address]

[Date]

Dear [Parent / Carer's Name]

RE: SECOND REMINDER – OVERDUE FEES

Further to my e-mail of [Date] regarding your Pre-School fees, we have still not received payment.

In accordance with the pre-school's 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, cash, cheques, bank transfer are all acceptable. Please make cheques payable to Harrold Pre-School and write your child's name on the reverse. You can also pay using on-line or telephone banking, our bank details are as follows:

Account: Harrold Pre-School **Sort Code:** 090154 **Account Number:** 23166085

Yours sincerely

[Name] Treasurer On Behalf of Harrold Pre-School Committee

SAMPLE – “FINAL WARNING” LETTER

[Name & Address]

[Date]

Dear [Parent / Carer's Name]

RE: FINAL NOTICE OF UNPAID FEES

Further to my letter dated [] and our other e-mail correspondence 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 Pre-School will have no alternative but to commence legal proceedings through the County Court. We will send no further reminders. If payment is received within 7 days no further action will be taken.

As a reminder, cash, cheques, bank transfer are acceptable. Please make cheques payable to Harrold Pre-School and write your child's name on the reverse. You can also pay using on-line or telephone banking, our bank details are:

Account: Harrold Pre School **Sort Code:** 090154 **Account Number:** 23166085

Please note that if payment is not received within 7 days from the date of this letter, your child / children will be unable to use our services with effect from [DATE] until payment in full is received.