

10.10 Late payment and Non-Payment Policy

Policy Statement

As a registered charity with limited funds at our disposal, we expect Parents/Guardians to assist us with the smooth running of Woodlands Pre-school by ensuring that all childcare fees are paid promptly. Obviously, we appreciate that from time to time, unforeseen circumstances may occur which result in late payment of fees. This is why as a considerate organisation, we are committed to resolving payment issues with Parents/Guardians as fairly and openly as possible and have adopted the following four stage approach.

Procedures

- **Stage 1**
If payment is not made by the 25th of each month a £20 payment fee will be applied to your invoice. The Management team will have an informal discussion with Parents/Guardians reminding you of the late payment fee and to ascertain when your childcare fees are likely to be paid. If fees are paid in accordance with an agreed plan with Woodlands Pre-School, then no further action will be taken and the late payment charge will be removed.
- **Stage 2**
If not - The Management team, Chairperson or other members of the Board of Trustees will write to Parents/Guardians requesting payment by a specific date and invite the Parents/Guardians in for a further discussion regarding their childcare payments. They will be reminded that there will be a late payment fee applied to their outstanding balance. If they are unable to make payment by this date, then an alternative repayment solution will be considered and agreed by both parties. If the you still fail to pay your childcare fee's after making this arrangement then stage 3 will be followed.
- **Stage 3**
The management team, Chairperson or other member of the Board of Trustees will write to Parents/Guardians informing them that their child no longer has a place at Woodlands Pre-school.

If your child is funded and you have additional childcare hours on top of your funded hours, Woodlands Pre-school will inform Parents/Guardians that the child can only attend their funded hours and has the right to state what they times will be. Your child will not be able to have any additional hours until the outstanding childcare cost have been received, Woodlands also cannot hold your additional hours open until the issue is resolved.

If payments are still not received then we proceed to stage 4.

- **Stage 4**
The board of trustees will write to the Parents/Guardians informing them of the next steps that will be taken to recover the unpaid fees via the court system and any associated costs.