



Payment of Fees Policy

Toddington Childcare aims to provide affordable, good quality care and education for all our children. We

- Access 2-year-old funding for families fitting the criteria as set out by Central Bedfordshire Council;
- Accept government funding for both 3-year-olds and 4-year-olds as payment or part payment of fees;
- Adhere to the terms and conditions set out by Central Bedfordshire Council, regarding funding and understand that a child becomes eligible in the term after their 3rd Birthday;
- Apply Nursery Education funding as free at point of delivery;
- Reserve the right to charge the funding equivalent in full for a child who is eligible but who chooses not to claim that funding with us;
- Will issue invoices for preschool at the beginning of each month for the previous months care and these are payable within 14 days of the date of that invoice.
- Will issue invoices for wraparound and holiday club care at the beginning of each month for the previous months care and these are payable within 14 days of the date of that invoice. **However, payment for wraparound care should be made when the booking form is provided and your place is not guaranteed until payment is made.**

Payment Invoices

- You will be issued with an invoice at the beginning of each month to view your fees for the previous month and any payments made since your last invoice, enabling you to manage your account efficiently.
- You should note that the amount shown is due for immediate payment, unless your account is in credit and we would refer you to the process below in order to secure your child's place for future sessions.

Payment Methods

- All fees for childcare should be paid within 14 days of your invoice date unless special arrangements are made with the setting manager.

- Charges for pre-school and/or wraparound care are set out on our website and within your session confirmation letter.
- Fees can be paid by BACS, standing order, employer related childcare vouchers, cash, cheque or card.
- For any cheque that is returned unpaid a further charge will be added to your account to cover additional processing costs.
- Any extra sessions/days (emergency cover, special circumstances etc.) requested will be given subject to availability and paid for in advance or on the day when your child arrives.
- If your child is collected past the agreed booked time then further charges will be applied to your account to cover additional salary and running costs. A one-off charge of £20 will be incurred for any late collection plus the applicable hourly rate. If our staff are required to remain in the setting beyond 6pm to care for your child, an additional hourly rate will then be charged for every 15 minutes past 6pm.
- We will provide a minimum of 4 weeks notice for any proposed fee increase.

Charges for Late Payment

- From January 2020 Toddington Childcare have introduced an administration charge of £20 for late payment of fees. This charge will be added to your account upon a second reminder letter having to be sent and for all subsequent reminders.

Charges for Absence

- If your child is absent due to sickness/holidays, charges will apply as normal as we can't offer this session to anyone else.
- In special/exceptional circumstances, you may request a meeting with the setting manager to discuss your child's absence, who will review the fee position relative to the period of absence.
- Wraparound care and Holiday club bookings that are cancelled with at least 5 working days notice will be recredited to your account. If less notice is provided then no refund will be offered.

Payment of Fees

- If you are unable to make payment of your fees on time it is important that you contact the office on 01525 875400 or admin@toddingtonchildcare.org.uk immediately to let us know.
- Where possible, we will work with you to organize and agree a short-term payment plan to enable you to keep your child's place at the pre-school and/or wraparound care.

- We will notify parent/carers of any fees outstanding at the beginning of each calendar month and reserve the right to withdraw a child's space if continuous non-payment of fees occurs.

If fees are not paid within 14 days of your invoice, and no contact has been made by you regarding your fees, then the following process will apply:

FIRST REMINDER - 7 days from invoice date: We will email and advise you of the outstanding balance and remind you of the payment of fees policy and request that you settle account within 14 days of invoice date.

SECOND REMINDER - 14 days from invoice date: We will email and write to you advising that the outstanding balance on your account is required to be cleared within 7 days otherwise your child's place in pre-school and/or wraparound care may be at risk. A charge for late payment, currently £20, will be added to your account to cover administration costs.

THIRD REMINDER - 21 days from invoice date: If payment is not made, we will unfortunately be unable to accept your child into preschool and/or wraparound care from the following Monday. We will write to you again advising you of the process to follow in order to recover the arrears. A further late payment charge, currently £20, will be added to your account. The Parent Management committee will be notified of the outstanding debt and consider available options to recover the arrears.

FINAL NOTICE - 28 days from invoice date: At this stage you should note that consideration will be given to beginning legal action for a court order requiring payment and we will also notify Inland Revenue if you are claiming tax credits.

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

Please remember we are a charity and all our income goes towards providing the service we offer to the community.

This policy was accepted at a Committee Meeting of Toddington Childcare held in September 2020. This policy will be reviewed annually.

Signed on behalf of Toddington Childcare.

Chris Russell

Chair to the committee of Toddington Childcare