

SUNNY SKIES NURSERY
OUR POLICY FOR LATE OR NON-PAYMENT OF FEES (POL21) rev
08/17 [v.4]

Every parent/carer will sign a contract and fee agreement, in line with our Admissions Policy. Before doing so, with advice and support, we will have discussed the most appropriate method of payment, according to individual circumstances. This could include fees being payable weekly or monthly **in advance**.

- Fees will generally be payable monthly, on receipt of our invoice.
- Fees received later than 7 working days from the date of the invoice will incur a late payment charge of 10% of monies owed, to be paid **immediately**, along with the outstanding balance. Parents/carers will then be required to pay weekly or monthly in advance.
- For fees which remain unpaid after 14 days, notice will be given, and the child's place suspended or, an action plan will be put into place, depending on individual circumstances.
- For fees remaining unpaid after a child's place has been suspended and where contact has not been made by the parent/carer to work out a suitable method of repayment, legal action will be taken to recover the debt.
- When a child is due to leave Sunny Skies, an invoice will be raised a minimum of one week before so that any outstanding fees can be settled before the child's last day. If fees remain outstanding after this date, legal action will be taken to recover the monies owed.

We understand that a large amount of fees will be partially or fully supported through Childcare Tax Credits, workplace vouchers, Tax Free Childcare or other methods of funding. Because of the way some of these payments are made, we do accept that some parents/carers may not always pay fees on time. This will be taken into consideration.

In cases of genuine hardship our Nursery, in setting up an action plan, may do one or more of the following:

- Investigate other ways of supporting parents/carers in meeting payments
- Work out a repayment plan for monies owed

Our Nursery will be sympathetic to, and supportive of anyone experiencing difficulties, and will ensure complete confidentiality.

Parents/carers are reminded that any legal action will affect their credit rating.