



Administration

Debt Collection Policy

Policy statement

We aim to ensure that all families are aware of our Debt Collection Policy.

We aim to make the policy structure simple.

We value our relationship with families and will be sympathetic towards any difficulty in paying Pre-School fees and encourage open communication. All communications are confidential.

We aim to provide transparent fee information, set procedures for the payment of fees and create a framework for dealing with non-payment in a swift and fair manner.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development

Fee Structure

- Our hourly rate (from September 2017) is £5.40
- Fees are generated termly, however, an option to pay either monthly or weekly is available – just speak to Sandra in the office to move to an Individual Payment Plan. Our preferred method of payment is via a Standing Order.
- Fees can be paid by bank transfer, cheque, cash, or via Childcare Vouchers. Please provide us with your Childcare Voucher provider details.
- We have a £15.00 booking fee.
- We offer the 15 government funded hours per week under the following conditions:
We charge half an hour daily between; 9.00 – 9.30
We charge half an hour daily between; 12.00 – 12.30
- Any hours over the 15 government funded are charged at our hourly rate.
- Any additional hours above the agreed termly sessions will be charged at our hourly rate.

- We require 4 weeks written notice if you wish to delay your child's start date or remove your child from our setting. If 4 weeks' notice period is not met, an invoice will be generated, and you will be responsible for paying the termly hours stipulated.
- We charge a late payment fee charged at 10% of the total bill for each outstanding week.
- Returned cheques will incur a fee of £25.00.
- We charge £25.00 late collection fee in the instances of persistent late collection of children of 15 minutes or more.

Billing Procedure

- Invoices for fees will be issued within the second week of term.
- Fees are payable within 14 days.
- Late payment of fees after the 14 days, or the agreed monthly standing order date will be charged at 10% of the total bill for each outstanding week.
- In the instance of long term childhood illness, and a child is absent for a long period due to illness, the Pre-School will decide on a case-by-case basis the fees due.
- In the instance of emergency closure, please see our Emergency Closure Policy.

Difficulty with Payments

Rotherfield Village Pre-School aim to work with families to ensure all avenues for assistance with payments are explored. Families that face financial difficulties should contact the office as early as possible to reach a suitable arrangement for both parties. We encourage early engagement and communication; please speak to Sandra or Liz.

We aim to enable to resolution of the matter through providing a repayment plan.

Debt Collection

- The Board of Directors has a duty to ensure the Pre-School receives all the fees to which it is.
- The Board of Directors will not write off any debt which exceeds £200
- A full record will be kept of debts owed to the Pre-School for 7 years. This will include all letters requesting money, reminders and invoices.

Procedure

- Fees are payable within 14 days. After that time, an email will be issued stating that payment is due immediately. Payment is expected within 7 days from the date of the email.
- If fees remain outstanding after this 7-day period, and no contact has been made to discuss your payment plans, 10% of the outstanding amount will be added to the fee weekly.
- If your child is attending the setting, their continued place may be at risk.

- After 21 days from the invoice being sent, an invoice will be posted, stating the amount of the debt, any additional charges and how to proceed with making payments, an information sheet and a reply form.
- There will be a 30-day grace period during which time the debt can be paid.
- If, after the 30 days the debt has not been paid, and no contact has been made to agree a payment plan, the Pre-School will be forced to engage the services of a debt collection agency.

For further information of EYEE funding please visit www.eastsussex.gov.uk or follow the link on our website

This Policy was reviewed by	Sandra Cawsey - Bursar
This policy was adopted by	Rotherfield Village Pre School Directors
Date	January 2018
Review Date	January 2019