

Nursery Payments Policy

Date Reviewed	January 2018
Date for Next Review	April 2018
Applicable to	Primary Operational Support Team
Committee Responsible	Finance
Person Responsible	Director of Business and Finance

Purpose

To ensure that income is collected in a timely manner and that there is a clear understanding of when fees are due and the procedures to be followed to collect them.

Terms of Agreement

All parents/carers will be required to sign a terms of agreement prior to attendance commencing. (Appendix 1)

Rates

The current charging rates are shown in Appendix 2.

Funded Available

There are a number of funding options to help parents/carers with childcare costs:

- Tax Free Childcare
- Childcare Vouchers
- Tax Credits
- Free Early Education and Childcare Places

Invoicing

All fees are paid in advance.

Once a place and start date is confirmed, an invoice will be sent for the period from the start date to the end of the first calendar month. Payment must be made in full before a child starts at the nursery. For example, if a child starts on the 10th March an invoice will be raised for the period from the 10th to 31st March and must be paid in full before starting.

Ongoing invoices are raised on the 15th of the month for the following month e.g. April's invoices will be raised on March 15th. Payment should be paid within 14 days of the invoice

date.

If payment is not received by the due date, an initial letter will be sent highlighting the outstanding date and requesting payment. (Appendix 3)

If payment has not been received within 7 days of the first letter, a late payment fee will be charged and a final letter will be sent by recorded delivery explaining that if payment is not received within 14 days of this letter the child's non funded nursery position will be terminated and formal debt recovery proceedings will commence. Funded positions will still be available. (Appendix 4)

If payment is not received and there has been no contact regarding payment of outstanding fees the Finance Department will issue a final notice letter to say that if payment has not been received or a payment plan agreed within 7 days the debt will be referred to the small claims court. (Appendix 5)

If payment is not received a letter informing of the commencement of court proceedings and the additional charge this will incur will be sent. At this point the child's place will be withdrawn fully, funded and non funded sessions. (Appendix 6)

Payment Plans

Marine Academy Plymouth is sympathetic towards any difficulty in paying fees and will be prepared to discuss payment plans on an individual basis. However if agreed payment plan terms are breached the debt recovery process above will be followed.

Debt Review

The Finance Department and Primary Operational Support Team will meet at the beginning of each month to review outstanding fees and where necessary discuss any appropriate action to be taken.

APPENDIX 1

Terms of Agreement

Marine Academy Plymouth understands that the cost of registered child care can seem expensive to a parent. However, to ensure the continued high standards and sustainability for the nursery whilst providing a high quality, safe and stimulating service for children, it must ask that parent/carers respect its policy in respect of fees. Marine Academy Plymouth value their relationship with parents/carers and will be sympathetic towards any difficulty in paying fees, however we are unable to function effectively without these payments.

- Fees are due at the start of each month and must be paid in advance. This applies to all methods including tax free childcare and childcare vouchers.
- A child cannot start at the nursery until the fees set out in the payment policy have been paid in full.
- Fees can be paid by cash, cheque, directly in to the bank, Tax Free Childcare account or Childcare vouchers.
- Places are available for term time only or all year.
- The nursery is closed for one week at Christmas and on bank holidays.
- No charge is made when the nursery is closed – all other days are to be paid in full.
- Sickness days are to be paid in full – long term illnesses will be considered individually.
- A parent/carer must provide at least four weeks written notice to withdraw their child from the nursery or to reduce their sessions.
- Parents/carers can increase sessions in agreement with Marine Academy Plymouth subject to availability.

A contract is entered in to when a starting date is agreed and you will then be bound by the terms and conditions of these Terms of Agreement.

Please inform the Primary Operational Support Team if you have any difficulties in paying your fees. Failure to meet payments will result in the termination of the Nursery place.

Late payment/Non payment

Fees are paid in advance. Invoices are raised on the 15th of the month for the following month e.g. April's invoices will be raised on March 15th. Payment should be paid within 14 days of the invoice date. If payment is not received a reminder letter will be issued requesting payment within 7 days. If the sum payable is still outstanding a late payment fee of £10 will be applied and a final letter will be sent by recorded delivery explaining that if payment is not received within 14 days of this letter the child's non funded nursery position will be terminated and formal debt recovery proceedings will commence.

Name: _____

Date: _____

Signature: _____

APPENDIX 2

Fees and Charges Schedule as at 30 April 2017

Marine Academy Nursery

Breakfast Club	£4.00
Morning Session (including snack)	£11.00
Lunch Club	£3.50
Afternoon Session (including snack)	£11.00
Afterschool Club to 4.30 pm (including snack)	£4.50
Afterschool Club to 6.00 pm (including tea)	£11.00

All day attendance Breakfast club – After School Club (including tea) £40.00

Marine Academy Primary Pre-School

Breakfast Club	£3.50
Morning Session (including snack)	£10.50
Lunch Club	£3.00
Afternoon Session (including snack)	£10.50
Afterschool Club to 4.30 pm (including snack)	£4.00
Afterschool Club to 6.00 pm (including tea)	£10.00

APPENDIX 3

<Parent Name>

<Address>

<date>

Dear <salutation>

I am writing to remind you that you have an outstanding balance on your account. As you will see there is a balance brought forward of < £0.00>. It is essential that this balance is paid within the next 7 days. Failure to keep up with your payments will result in your child's non funded place being withdrawn. Your child will still be able to attend funded sessions.

Please note that payment can be paid direct into our bank account details of which can be found at the bottom of the invoice, by cheque or cash at Marine Academy Primary Reception between 7.45 and 4.30 Monday to Friday term time.

If you wish to discuss your outstanding account or arrange a payment plan I can be contacted either in person at Marine Academy Primary by email Primary@marineacademy.org.uk or by phone 01752 213939 option 2.

Yours sincerely

Fiona Tudor
Marine Academy Primary and Nursery

APPENDIX 4

<Parents name>

<address>

<date>

Dear <salutation>

Please find enclosed a copy of latest nursery invoice.

Further to our previous conversations and letters it is essential that your account is cleared within the next 14 days or you contact me to arrange a payment plan.

If I do not hear from you by <date> <child's name> nursery place will be withdrawn. <child's name> will be unable to attend Nursery from <date> and your account will be referred to our finance department to commence formal proceeding to recover the outstanding monies.

Please note that payment can be paid direct into our bank account details of which can be found at the bottom of the invoice, by cheque or cash at Marine Academy Primary Reception between 7.45 and 4.30 Monday to Friday term time.

If you would like to discuss your invoice please contact me in person at Marine Academy Primary, by phone on 01752 213939 option 2 or by email primary@marineacademy.org.uk

Yours sincerely

Fiona Tudor

Marine Academy Primary and Nursery

APPENDIX 5

Address

Address

Address

Address

Dear _____

RE: FINAL NOTICE - Outstanding Nursery Fees

Following a review of outstanding debts, I note that there is still an outstanding balance of _____.

Please can you contact me by _____ to discuss a payment plan to settle this outstanding debt. If I do not hear from you by this date, your outstanding account will be referred to the Small Claims Court.

Payment can be made by cash or cheque, at Marine Academy Primary reception between 7.45am and 4.30pm, or direct into our bank account, Lloyds 30-96-68 45031068, ensuring that your child's name is recorded as the reference.

To discuss the outstanding debt and payment plan, please contact me on 01752 213939, finance option.

I look forward to hearing from you.

Yours sincerely,

Lynsey Lloyd
Management Accountant

APPENDIX 6

Address

Address

Address

Address

Date

Dear _____

RE: COMMENCEMENT OF COURT PROCEEDINGS - Outstanding Nursery Fees

Further to the letters sent to you previously, to which we have received no response, I am writing to inform you that we have now filed a claim with the small claims court and your child's place has been withdrawn, including funded sessions. You will hear from them shortly. Please find attached a copy invoice detailing your outstanding fees. The court fee will now be added to your outstanding balance.

If you would like to discuss this matter, please contact me on 01752 213939.

Yours sincerely,

Lynsey Lloyd
Management Accountant