

Fees Policy

Fees are reviewed annually by the Trustees of the charity.

Fees are charged for booked sessions whether the child attends or not.

Fees are charged either on a 'term time only' basis (sessions during school WSCC term times only) or on a 'full year' basis (each week of the calendar year excluding closure times). Parents are required to choose which pattern of attendance they wish their child to attend.

A late payment fee of £10 per 15 minutes will be charged if the child is collected after the end of the booked session time. If this is after the Playcentre has closed you may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

The Free Entitlement funded hours at The Community Playcentre @ Walberton are between 9am and 3pm. No free entitlement is available outside of these times and childcare will be chargeable. Nursery families can choose whether to use the 15 hours free entitlement in term time (15 hours a week) or stretch them over the year (11 hours a week). For families in receipt of the 30 hours free entitlement, this will equate to 30 hours a week term time only or 22 hours a week stretched all year.

Payment of fees

The Playcentre recognises that childcare can be costly, so we encourage eligible parents or carers to explore "Tax Free Childcare" and "extended free entitlement," if applicable.

Fees are payable monthly in advance and can be paid by cheque, bank transfer, Tax Free Childcare or childcare vouchers. The bill payer should inform The Playcentre in advance by which payment method the fees will be paid by completing the relevant section on the booking form.

Monthly fees are invoiced at the beginning of each calendar month and will be emailed to the parent or carer unless alternative arrangement has been made. Payment is due by the end of the same month, i.e. for an invoice sent at the beginning of January, payment would be due by the 31st January.

A reminder email will be sent out 5 working days before the end of the month to those parents and carers who still have invoices outstanding to remind them to make payment.

Where fees are unpaid on the last day of the month, the Playcentre will send a final reminder for payment.

Where no payment has been received on the 1st day of the following month, a late payment fee of £10 per calendar month will automatically be added to the child's account. Parents or carers experiencing difficulty in making the payment on time are encouraged to make contact with the Playcentre manager as soon as possible. This can be done by emailing Kelly.townsend@communityplaycentre.org, telephoning 01243 931848, or in person.

Should an amount become 90 days due, a flat fee of 5% of the original fees incurred will be added to the account on a monthly basis until the amount is paid in full.

Clients unable to pay their fees are strongly urged to contact the Playcentre as soon as possible to discuss payment arrangements. The Playcentre will consider requests for variation to payment terms on an individual basis. Any queries regarding fees should be directed to the manager in the first instance.

Where there is no explanation for repeated late payment, the manager will advise the Trustees and contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Playcentre being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Playcentre may have to cancel the child's place.

If fees remain unpaid after the child has been removed from the Playcentre, Community Playcentre @ Walberton will take the following steps to recover the monies owed.

- The Playcentre will write to the parents, or carers, requesting arrangements be made to repay the money owed within a calendar month, either in full or in agreed instalments.
- The Playcentre will take legal action to recover any unpaid fees and expenses as part of the recovery of its fees.

This policy was adopted by: Community Playcentre @ Walberton	 Date: 14 th March 2020
To be reviewed: by end March 2021	Signed:  Chair Trustees CP@W

This policy is not contractual.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Complaints [3.73-3.74]*.