

## General Welfare Requirement: Organisation

Providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

## Finance

### Fees policy – Playscheme

#### Policy statement

Redwood Pre-School is a 'not for profit' registered charity no: 1100327. We provide high quality affordable childcare and education during all school holidays except Christmas and bank holidays. We aim to be clear and transparent in all our calculations of fees.

#### Procedures

##### Family Membership Fee

This is a single, one-off payment of £15 per family. It is payable when a family first start any of the services at Redwood Pre-School including: visiting, 'Stay & Play' sessions; crèche service; term time pre-school places; holiday playscheme; Chatterbags.

The family membership fee covers all members of one family, for example, additional brothers and sisters. It does not cover other family members such as cousins, nephews, nieces.

The money we raise from family membership fees goes toward the costs of marketing and advertising our services, mail outs, stationery and postage.

We maintain a register of all our family members to satisfy our legal requirements under the Companies Act.

##### Playscheme times:

8:00 – 9:30am	Breakfast club
<b>9:30 – 4:30pm</b>	<b>All day provision</b>
4:30 – 6:00pm	Teatime club

**Fees:** *with effect from October 2020*

<b>Fee rates per session</b>	<b>2 year olds</b>	<b>3 to 7 year olds</b>
Breakfast Club	£6.00	£5.00
All day provision	£22.00	£20.00
Teatime Club	£6.00	£5.00

*(current fees are subject to review)*

##### Minimum booking requirement

There is no minimum booking requirement.

Children can be booked to attend any number of days or weeks during our holiday playschemes.

##### Snacks

At Redwood, we provide healthy snacks and drinks during the morning and afternoon of each day. All parents are expected to contribute 50p per week towards the cost of snacks when their child attends. A 'snack payment form' is used to record payments received from parents. This is monitored on a half termly basis and reminders are sent to parents who have not contributed.

## **When and how to pay**

Fees are to be paid in advance and in full for the days/weeks required to guarantee your child's place.

Places are offered on a first come first served basis.

Places will not be booked or reserved without payment unless a payment plan has been agreed.

Fees will not be refunded due to sickness or cancellation.

Once booked, days cannot be swapped.

Fee reductions are not available for shorter periods of time.

Parents are able to book places at any time during the year for the holiday playschemes they require.

Payments can be made by cash or cheque made payable to 'Redwood Pre-School'. Cheques returned unpaid will incur a £10 administration fee.

Parents can also pay electronically via bank transfer directly to the pre-school bank account using their child's name as a reference for each transaction.

We accept childcare nursery vouchers and are registered with a large number of providers. We are willing to register with other providers if necessary.

We accept tax-free childcare payments. Parents must provide their tax-free reference number for each child so we can identify their payments.

We do not accept payments made by debit or credit cards.

Parents must arrange their preferred payment method with the Office Manager. This must be done during term time before the start of each playscheme your child is to attend.

Parents must go to the main office (dinosaur entrance) to pay their fees. Payments must only be given to the Office Manager, Payroll & Admin Officer, the Coordinator or a Deputy Coordinator.

Fees are recorded on a 'Fee Payment Form' and parents/carers are required to sign this form every time they make a payment.

Receipts are available upon request.

## **Payment plan**

In exceptional circumstances, where parents are unable to pay in full during the Easter or Summer playschemes only, a weekly payment plan can be arranged.

Parents will need to make an appointment with the Office Manager to agree attendance dates and times and to discuss when and how payments will be made. This information will be recorded on a payment plan and will be signed by the parent and the Office Manager. A copy of the payment plan will be given to the parent. The original copy will be kept with the 'Fee Payment Forms' for staff to update when each payment is made.

Payment plans can only be completed during the school term time before the holiday playscheme begins.

The payment plan forms a contract between the parent and Redwood Pre-School. All reserved places in an agreed payment plan have to be paid for whether the child attends or not. Any breaches of this plan will be subject to the 'Overdue fees' procedure and could result in the child's place being withdrawn.

Additional places not included in the payment plan must be paid for in the usual way.

## **Overdue fees**

Redwood Pre-School is a registered charity which provides high quality early education and care. We rely upon regular income from fees to maintain our high standards and services.

Parents and carers are asked out of courtesy to maintain contact with the pre-school and to make any necessary arrangements to pay overdue fees.

- If your fees become more than 1 week overdue, a letter will be sent home or via email stating the amount due for payment. (standard letter 1)
- If you fail to respond to this letter after 1 week, we will send a reminder stating the amount due for immediate payment. (standard letter 2)

- If after 2 letters have been issued and no arrangements to pay have been made, the pre-school will refer the case to 'Daniels Silverman' a debt collection agency, to recover the debt. Any charges incurred as a result of the matter being referred to 'Daniels Silverman' will be added to the debt and recovered from the non paying customers as they will be liable for the same. Once a case has reached this stage, the pre-school will not enter into repayment plans with parents.

Parents are not able to book their child in for future playschemes if there are any fees outstanding.

We reserve the right to not offer payment plans to families who have previously failed to pay by the agreed dates.

We reserve the right to not offer places to families who have previously abused our payment options.

If a parent uses inappropriate language or becomes aggressive towards a member of staff, we reserve the right to terminate their child's place with immediate effect.

The pre-school will enforce this policy as prompt payment of fees is vital to maintain our services.

This policy was adopted at a meeting of	Redwood Pre-School	name of setting
Held on	6 February 2020	(date)
Date to be reviewed	Spring Term 2021	(date)
Signed on behalf of the management committee		
Name of signatory	Helen Fawbert	
Role of signatory (e.g. chair/owner)	Chair	