



## **4.7 Late Payment Policy**

### **Policy statement**

At Cullompton Pre-school, we are committed to equal opportunities for everyone, ensuring it is accessible to all families in the community, whilst providing high quality care and education. We aim to keep fees as competitive as possible, however, in order to maintain sustainability, quality of care and to enable us to recruit and retain staff with relevant qualifications and experience; we carry out a review of our charges on an annual basis. Should it be deemed necessary to increase fees, parents/guardians will be given a minimum of one month's notice. We recognise that families have differing needs and we endeavour to meet the individual needs of all families.

### **Procedure**

Fees are payable termly in advance.

Parents/carers are notified of the required fees by means of an invoice.

We ask that fees are paid directly into the pre-school account and account details are provided on the invoice.

Parents are given an option to pay the amount in full or in two payments (one at the beginning of each half term) or set up a written payment plan to pay monthly in advance of sessions attended. This must be agreed by both parties in advance of fees being due. Information about when payments are due are detailed in the invoice letter.

Holidays taken during term time will still be charged at the usual rate.

If a child is only entitled to 15 funded hours, an invoice will be raised for any hours in excess of this ie a child with 15 funded hours attending pre-school for 18 hours weekly, will be charged for 3 hours weekly.

If a child starts at Cullompton Pre-School mid-term, the fees will be calculated and adjusted accordingly.

Receipts are only issued if requested.

We request four weeks' notice before withdrawing your child from sessions. If notice is not given, Cullompton Pre-School reserve the right to charge for this notice period.

Wraparound care has a six week notice period and offers no refunds if your child is unwell or you do not attend a booked session.

Fees will still be incurred if the setting has to unexpectedly close (for a period of up to three working days).

Cullompton Pre-School is registered to receive childcare vouchers.

### **Collections and Debt Recovery**

If a parent/carer has difficulty paying by the due date, they must advise Mandy Goff (the Administration Manager) in the first instance.

Our four stage late payment collection is as follows:-

- (1) An email is sent to parents/carers detailing late payment and asking for payment to be made by a specified date.
- (2) A email is sent to parents/carers to discuss payment management.
- (3) A letter is sent (via email or post) to parents/carers confirming the above discussion and payment arrangements agreed.
- (4) If payment is still not received as per the agreement letter, parents/carers will be informed of excess hours being retracted with immediate effect, the committee will be informed and debt recovery will commence.

This policy was Adopted at a meeting of	Cullompton Pre-School
Held on	July 2018
Date to be Reviewed	July 2021
Signed on behalf of the management committee	Alex Fox (1 <sup>st</sup> October 2018)
Name of signatory	Alex Fox
Role of signatory (e.g. chair/owner)	Chairperson

This policy has an tri-annual review period and, as such, will be reviewed and signed off at a management committee meeting of Cullompton Pre-School each year, as shown below.

Reviewed by Staff on:	1 <sup>st</sup> September 2025
Reviewed by Committee on:	
Date of next review:	October 2026
Signed on behalf of the Management Committee:	Jack Harvey 24 <sup>th</sup> November 2025
Name of Signatory (printed):	Jack Harvey
Role of Signatory (e.g. Chairperson)	Chairperson

