**Information and Records**

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| --- |
| **Safeguarding and General Welfare Requirement: Information and Records**  Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children. |

**NON-PAYMENT OF FEES POLICY**

**POLICY STATEMENT**

It is our Policy to pursue all unpaid fees through the County Court for the recovery of the Pre-School’s money.

**PROCEDURES**

We aim to ensure financial stability of the Pre-School by having a fair and consistent process for pursuing non-payment of fees.

In order to achieve this aim the Pre-School will:

* At induction fully inform parent / carers of the fee and payment structure of the Pre-School in writing
* Issue invoices to parents when fees are due. The invoice will give details of the sessions being paid for and the rate being charged
* Accept payment by cheque made payable to Woodham Mortimer Pre-School, cash or Childcare Vouchers

If a weekly or monthly payment plan is agreed between a family and the Pre-School, the Pre-School reserves the right to withdraw that facility if weekly/monthly payments are not made. If payments are not paid, as agreed, the full amount outstanding will then be due within seven days of the issuing of an overdue account letter.

If a family has used the services provided by the Pre-School without payment or their payment has been dishonoured, the Pre-School will adopt the following staged procedure:

1. Issue an ‘Overdue Account’ e-mail asking for payment (plus bank charges if applicable) in full within seven days. If payment is received within seven days no further action will be taken.

2. If payment is not received a ‘Second Warning’ e-mail or letter will be issued asking for immediate payment, in full within a further **seven** days plus a £10 administration fee. If payment is received within that **seven** day period no further action will be taken.

3. If after **fourteen** days from the original “Overdue Account” letter, full payment or a payment plan agreed by the Pre-School’s Practice Manager and Committee Chairperson, has not been received, a ‘Final Warning’ letter will be issued plus a further £10 administration fee. At this stage your child(ren) will be unable to use our services until payment in full is received. If payment is received within **seven** days of the “Final Warning” letter, no further action will be taken.

If payment is not received within **seven** days of the “Final Warning” letter, the Pre-School will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs. If the Pre-School is required to attend at County Court, costs will be applied at a rate of £20 per hour.

Please see sample warning letters attached to this Policy.

**This Policy was adopted at Woodham Mortimer Pre-School Committee**

|  |  |
| --- | --- |
| **On** |  |
| **Next Review Date** |  |
| **Signed on Behalf of Woodham Mortimer Pre-School** |  |
| **Name of Signatory** |  |
| **Role of Signatory** | **Chairperson – Woodham Mortimer Pre-School** |

Outstanding_Colour_EY

**Woodham Mortimer Pre-School**

Brookhead Farm, Maldon Road, Woodham Mortimer, Maldon, Essex, CM9 6GP.

Telephone: 07742 228077

Website: [www.woodhammortimerpreschool.org.uk](http://www.woodhammortimerpreschool.org.uk)

e-mail: [woodhammortimerpre-school@hotmail.com](mailto:woodhammortimerpre-school@hotmail.com)

Registered Charity No: 1060526 DfE / OFSTED No: EY474255 PSLA Membership No: 20167

# SAMPLE – “OVERDUE ACCOUNT” E-MAIL

[Name & Address]

[Date]

Dear [Parent / Carer’s Name]

RE: OVER DUE FEES – [Term] Term, [Child’s Name], [Value of Invoice]

According to our records your fees for this term are now overdue. Please could you forward your payment within 7 days of this letter to the pre-school. A copy of the invoice is attached.

As a reminder, Cash, cheques, bank transfer and Childcare Vouchers are acceptable. Please make cheques payable to WOODHAM MORTIMER PRE­SCHOOL and write your child’s name on the reverse. You can also pay using on-line or telephone banking, our bank details are:

**Account:** Woodham Mortimer Pre-School **Sort Code:** 08-92-99 **Account Number:** 65649448

If you have already paid, please accept our apologies and no further action is required. If you are having difficulties making a payment at this time or have any queries relating to your account, please contact the Treasurer, Fave Wootton on 01245 223878.

Yours sincerely

[Name]

Treasurer

**On Behalf of Woodham Mortimer Pre-School Committee**

Outstanding_Colour_EY**Woodham Mortimer Pre-School**

Brookhead Farm, Maldon Road, Woodham Mortimer, Maldon, Essex, CM9 6GP.

Telephone: 07742 228077

Website: [www.woodhammortimerpreschool.org.uk](http://www.woodhammortimerpreschool.org.uk)

e-mail: [woodhammortimerpre-school@hotmail.com](mailto:woodhammortimerpre-school@hotmail.com)

Registered Charity No: 1060526 DfE / OFSTED No: EY474255 PSLA Membership No: 20167

**SAMPLE – “SECOND WARNING” E-MAIL or LETTER**

[Name & Address]

[Date]

Dear [Parent / Carer’s Name]

**SECOND REMINDER – OVERDUE FEES**

Further to my E-mail of [Date] regarding your pre-school fees, we have still not received payment.

In accordance with the pre-school’s NON-PAYMENT OF FEES POLICY, if the full amount is not received within 7 days from the date of this letter, further action will be taken to recover this debt and a £10.00 administration fee will also be due.

I have enclosed a copy of the invoice for your reference.

Cash, cheques, bank transfer and Childcare Vouchers are acceptable. Please make cheques payable to WOODHAM MORTIMER PRE­SCHOOL and write your child’s name on the reverse. You can also pay using on-line or telephone banking, our bank details are:

**Account:** Woodham Mortimer Pre-School **Sort Code:** 08-92-99 **Account Number:** 65649448

Yours sincerely

[Name]

Treasurer

On Behalf of Woodham Mortimer Pre-School Committee

enc. Outstanding_Colour_EY

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Registered Charity No: 1060526 DfE / OFSTED No: EY474255 PSLA Membership No: 20167

**SAMPLE – “FINAL WARNING” LETTER**

[Name & Address]

[Date]

Dear [Parent / Carer’s Name]

**FINAL NOTICE OF UNPAID FEES**

Further to my letter dated and our other e-mail correspondence relating to the overdue fees, the amount of £……….. is still outstanding on your account. If the full amount is not received within 7 days from the date of this letter, the Pre-School will have no alternative but to commence legal proceedings through the County Court. We will send no further reminders. If payment is received within 7 days no further action will be taken.

I have enclosed a copy of the invoice for your reference. Please forward a cheque made payable to Woodham Mortimer Pre-School to the above address.

**Please note that if payment is not received within 7 days from the date of this letter, your child / children will be unable to use our services with effect from [DATE] until payment in full is received.**

Yours sincerely

[Name]

Chairperson

On Behalf of Woodham Mortimer Pre-School Committee

enc.