Fee Payment Policy

Purpose
To ensure the smooth operation of the nursery and maintain a high-quality childcare service, all childcare fees must be paid in full and on time.

Fee Structure and Payment Terms

- Childcare fees are invoiced monthly.
- Full payment must be received **by the 15th of each month**, unless alternative arrangements have been agreed in writing with management.
- To secure a child's place, a **deposit or holding fee** must be paid, **unless the child is accessing a funded-only contract and is starting in less than three (3) months**. Then no deposit or holding fee is required.

Late Payment Procedure

If payment is not received by the due date (15th of the month), the following steps will be taken:

1. **Step 1 – Reminder Invoice**
    - A reminder invoice will be emailed, requesting full payment within **seven (7) days**.
    - The email will clearly state:

REMINDER: Payment must be made within the next 7 days.

2. **Step 2 – Phone Call from Finance Manager**
    - If payment is not received after the reminder, the Finance Manager will telephone the parent/carer to advise that:
        - The account must be paid **in full immediately**.
        - A **late payment fee of 10%** of the outstanding balance will be added to the account.
        - If payment is still not received after this call, the child's sessions will be suspended until payment is made.

3. **Step 3 – Payment Resumption or Payment Plan**
    - Sessions can resume as soon as the account is paid in full, including any late payment fees.
    - Alternatively, a meeting can be arranged with the Manager to agree on a **formal payment plan**.
4. **Step 4 – Legal Action**
    - If payment is still not received, the nursery will have no alternative but to commence **legal proceedings** to recover the outstanding debt.

Procedure for Outstanding Fees When a Child Leaves

If a child leaves the setting and fees remain unpaid, the following steps will apply:

1. **Step 1 – Final Reminder Invoice**
    - A reminder invoice will be emailed requesting full payment within **seven (7) days**.
    - The email will clearly state:

REMINDER: Payment must be made before your child leaves the setting.

2. **Step 2 – Final Opportunity Letter**
    - A formal letter will be sent to the parent/carer stating the final date before **legal action** will be initiated to recover the debt.
3. **Step 3 – Legal Action**
    - If the account remains unpaid, the nursery will proceed with **legal recovery measures**.

Signed on behalf of the nursery.....Emma Middleton.....Date:… August 2026