



## **Debt Collection Policy**

### **Policy Statement**

We aim to ensure that all families are aware of our Debt Collection Policy

We aim to make the policy structure simple.

We value our relationship with families and will be sympathetic towards any difficulty in paying Pre School fees and encourage open communication. All communications are confidential.

We aim to provide transparent fee information, set procedures for the payment of fees and non-payment of fees in a fair and swift manner.

### **Fee Structure**

Our hourly rate from April 2021 is £6.00

Fees are generated termly, however an option to pay either monthly or weekly is available – please speak to Sarah to discuss details.

Fees can be paid by bank transfer, cheque, cash or via childcare vouchers. Please provide us with your provider details.

We offer the 15 hours government funding which can be taken across the week and charges only apply once you go over and above the 15 hours.

Government funded hours through East Sussex County council (ESCC) allow applications during set times throughout the year September, January and April.

The funded hours applied for each term cannot be increased or exceeded until the next funding round. Any additional hours provided between Terms will be charged at the hourly rate.

We require a Half terms notice (6 weeks) written notice if you wish to delay your child's start or remove your child from our setting. If the notice period has not been met then an invoice will be generated and you will be charged for the hours stipulated.

We charge a late payment fee of £25 for every late payment.

Returned /bounced cheques will incur a fee of £25.



### **Billing procedure**

Invoices for fees will be issued within the second week of term.

Fees are payable within 7 days.

In the instance of long-term childhood illness and a child is absent for a long period of time, Playschool will decide on case-by-case basis for the fees dues.

In the instance of emergency closure, please see our Emergency Closure Policy.

### **Difficulty with Payments**

Hartfield Playschool aim to work with our families to ensure all avenues for assistance with payments are explored. Families that face financial difficulties should contact the office as early as possible to reach a suitable arrangement for both parties.

Please speak to Sarah at the earliest possibility so that a resolution can be arranged.

### **Debt Collection:**

The Trustees have a duty to ensure the Playschool receives all the fees to which its due.

The Trustees will not write off any debt unless all avenues have been exhausted.

A full record will be kept of debts owed to the Playschool for 7 years. This includes all documentation requesting monies.

### **Procedure:**

Fees are payable within 7 days. After that time an email will be issued stating that payment is outstanding and due immediately. Payment is expected within 7 days of the date of the email.

If fees remain outstanding after this 7 day period and no contact has been made then £25.00 will be added to the outstanding amount.

If your child is attending the setting then their continued place may be at risk.



**General requirement: Administration and organisation**

If after 21 days payment is still outstanding then information will be sent on the procedure of withdrawing your place and how the debt will be collected even if this means seeking extra services like a debt collection agency.

For further information of EYEE funding please visit [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk)

This policy was written by Debbie Arnett – Early Years Manager

This policy was adopted by Hartfield Playschool staff and trustees

Date January 2021

Reviewed June 2021

Reviewed and updated: February 2022

Name of Early Years Manager: Debbie Arnett

Signature:

Name of Registered Person and trustee: Sarah Adams

Signature: