



## Fees Policy

### Introduction

The purpose of this policy is to detail the procedures for collection of fees and arrears in our setting.

### Policy

- We do not charge “top up fees” for government funded children. Children can access their free entitlement without having to pay additional fees.
- We do not charge a deposit or registration fee
- Fees include drinks and snacks. Lunches are charged for separately or you can bring in a packed lunch.
- Fees are due on the first day of the week that the child attends preschool.
- Fees may be paid weekly or monthly in advance.
- We accept; cash, cards, child care vouchers and bank transfers.
- A late fee charge will be levied when a child is not collected on time.

Principally, the charge is to cover additional staffing costs incurred in looking after a child beyond the school day. The current charge rate can be found on the “Fees & Funding” page of Lollipops’ website.

- We operate a ‘no arrears’ policy. This is to protect the setting budgets and prevent parents building up arrears which they then have difficulty meeting.
- We will withdraw a child’s place should arrears build to an unacceptable level.
- We will take legal action if necessary to pursue any outstanding arrears.
- If there are contradictions, the manager will negotiate an appropriate period for payment of the arrears.
- Discussions about arrears are kept private and parents will not be made to feel embarrassed in front of other parents or staff.

### Procedure

1. Provide a reminder the first week a parent does not pay.
2. 1st Arrears letter issued with a statement (which can be obtained from the Finance Officer) if parent does not respond to reminder.
3. 2nd Letter issued as soon as the deadline on the 1st letter
4. Following the deadline in the 2<sup>nd</sup> letter the child’s place may be withdrawn if the arrears are not addressed.
5. If a payment plan is agreed, have the parent sign letter 3/payment plan below.
6. If the payment plan is not adhered to send the Final Notice letter below.
7. Withdrawal of place with outstanding arrears must be passed to the finance officer in order to raise official invoice (or take legal action) and start debt collection proceedings.
8. Writing off arrears should only be considered where all other administrative and legal options to collect the debt have been exhausted.

**1st ARREARS NOTICE**

Dear .....

According to our records, by the end of this week you will be in arrears, for .....’s place at Lollipops. (See statement attached). As you know, we operate a “No Arrears” policy, and parents are required to pay in advance, on a weekly or monthly basis. I would be grateful if you could either: pay the arrears on receipt of this letter, or contact me by ..... to arrange a meeting to agree how the outstanding sum will be cleared.

Yours sincerely

**2nd Arrears Notice**

Dear.....

You did not respond to my letter notifying you that you were in arrears. According to our records, by the end of this week, you will be £..... in arrears for NAME OF CHILD’s place at Lollipops

Please find enclosed a copy of your statement of account, for your information. I regret to inform you that, unless all the arrears and all charges due are cleared by ..... your child’s place will be withdrawn from ..... inclusive. I would like to invite you to a further meeting to discuss arrangements for clearing these arrears by the deadline.

Please feel free to contact me on 01322 291151

Yours sincerely

**Letter 3 /payment plan**

Dear .....

As set out in our meeting of ..... /further to our conversation on .....you have agreed to make payments of £..... every week/ calendar month starting on..... As you are aware we operate a “NO ARREARS POLICY”.

Please complete and sign the bottom of this letter and return the whole letter to me by..... .

I agree to the payments as set out above and understand that if I miss a payment I will have to clear all of the outstanding arrears.

Should I fail to do this my child’s place will be withdrawn and my account will be referred to a debt collection service.

Signature.....

Date.....

Yours sincerely

FINAL NOTICE

Dear .....

You did not make your agreed payment for week beginning ..... As set out in /further to our conversation you have agreed to make payments of £..... every week/ calendar month starting on..... As you are aware we operate a “NO ARREARS POLICY” .

Please complete and sign the bottom of this letter and return the whole letter to me by..... I agree to the payments as set out above and understand that if I miss a payment I will have to clear all of the outstanding arrears.

Should I fail to do this my account will be referred to a debt collection service.

Signature.....

Date.....

Yours sincerely

\_\_\_\_\_ Signed \_\_\_\_\_ Date \_\_\_\_\_

Ends

This policy was updated in June 2021 with information on the revised Late fees.

*A late fee charge will be levied when a child is not collected on time. Principally, the charge is to cover additional staffing costs incurred in looking after a child beyond the school day. The current charge rate can be found on the “Fees & Funding” page of Lollipops’ website.*

Staff Name	Date received	Please sign to show you : <ul style="list-style-type: none"> <li>• have read this policy</li> <li>• understand this policy</li> <li>• will abide by &amp; implement the procedures within this policy.</li> </ul>

Staff Name	Date received	Please sign to show you : <ul style="list-style-type: none"><li>• have read this policy</li><li>• understand this policy</li><li>• will abide by &amp; implement the procedures within this policy.</li></ul>