



Caterpillars Pre-School

Non Payment of Fees Policy

April 2019



Policy Statement of intent

It is our policy to pursue all unpaid fees through the County Court for the recovery of monies owed to Caterpillars Pre-School.

Aim

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

Methodology

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

- At induction fully inform parents/carers of the fee and payment structure of the Caterpillars Pre-School.
- Issue invoices to parents electronically via email when fees are due. The invoice will give details of the sessions being paid for and the rate being charged. It will also include payment details and give a 4 week window in which to make the payment.
- Hardcopy invoices to be provided to parents request who do not have email access.

System for failed payments

If a family has used the services provided by Caterpillars Pre-School without payment or their payment has been dishonoured, Caterpillars Pre-School will follow the staged procedure outlined below:

1. 7 days after the invoice due date, a '1st reminder will automatically be generated by the invoicing system and emailed to the named parent/carer.
2. If payment is still not received within a further 7 days of the 1st reminder (and now 14 days after the payment due date) a 2nd reminder will again be automatically generated by the invoicing system and emailed to the parent/carer.
3. If payment is still not received within a further 7 days of the 2nd reminder (now 21 days after the due date) a 3rd and final reminder will again be automatically generated by the invoicing system and emailed to the parent/carer.
4. During steps 1-3 contact will be made with the parent/carer to ensure that the invoices and reminders are being received and to discuss when they expect to be able to make the payment.



5. If after 28 days beyond the original due date and following the issue of the 3 system generated reminders and contact being made with the parent/carer, payment is still outstanding, an 'Overdue Account' letter asking for immediate payment plus a £10 administration fee will be issued to the parent/carer.

If payment is received within 7 days of the 'Overdue Account' letter, no further action will be taken.

6. If after a further 7 days from the 'Overdue Account' letter payment is still outstanding and/or a payment plan (that has been agreed by the Caterpillars Pre-School Committee) has not been agreed a 'Final Warning' letter will be issued plus a further £10 administration fee. At this stage the child(ren) will be unable to use Caterpillars services until payment in full is received.

If full payment following the issue of the 'Final Warning' letter is received or a payment plan is being adhered to, no further action will be taken.

7. If there has been no payment or payment plan put in place within a further 7 days of the 'Final Warning' letter, Caterpillars Pre-School will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs. If Caterpillars Pre-School are required to attend at County Court, costs will be applied at a rate of £20 an hour.

This policy was adopted by Caterpillars Pre-School

in	April 2019
Date to be reviewed	April 2020
Signed on behalf of the management committee	<i>Laura Smith</i>
Name of signatory	Laura Smith
Role of signatory (e.g. chair/owner)	Chair of the Committee