



Payments

Payments are requested by invoices, which are distributed in the first two weeks of the current half term. Parents/carers then have two weeks to complete payment.

Parents/carers will receive an email reminder 3 days before the payment date, to try to avoid charging them the surcharge/admin fee for late payments.

A receipt (for fees) will be issued after payment is received.

If the invoice is not paid in full by the date specified, then a 10% surcharge/admin fee will be added to the outstanding amount and a final reminder letter sent out giving a further 5 working days for payment in full to be made.

If after this time the invoice remains unpaid it will be passed to the Committee Chairperson and Treasurer to take appropriate action. This could mean excluding the child (or children) from the setting as well as the initiation of County Court proceedings against the parents or carers involved and a further £50 surcharge/admin fee will be added to the outstanding amount. It is the Pre-School's policy to request that all court costs incurred are also added to the outstanding amount.

Parents/carers who have difficulty paying their bills are encouraged to approach the Committee Chairperson to discuss what options exist to help. If an individual arrangement is made a parent/carer will be asked to sign a written agreement (e.g., if a parent commits to make weekly payments). All correspondence will be treated sympathetically and confidentially.

A child's place is "booked" per half term, therefore there will be no refunds for sessions missed through illness, holidays, or unexpected placement closure due to weather, or circumstances beyond our control, but long-term illness or hospital stays are at the Committee Chairperson and Treasurer's discretion.

Adoption and annual review of the policy

This policy was adopted at a meeting of	Tiddlywinks Pre-School Committee
held on	22nd April 2024
Signed on behalf of the management committee	
Name of signatory	Hilary Allen
Role of signatory	Chair