**Non-Payment Policy**

**Policy statement**

We encourage carers to speak to us directly if there are any problems paying fees and we are happy to come to a resolution that suits both parties.  We aim to ensure financial stability of the Pre-school by having a fair and consistent process for pursuing non-payment of fees and this policy outlines the procedure that will be taken should carers *not* pay their fees on time using either the weekly or half-termly payment method.

**Procedures**

In order to achieve this aim the Pre-school will:

At induction fully inform parent/carers of the fee and payment structure of the Pre-school.

Issue invoices to parents when fees are due. The invoice will give details of the sessions being paid for, the rate being charged and the due date/s.

 At any point during this process the Pre-School reserve the right to withdraw the child’s place until full payment is received. Readmission to the Pre-school may first require the child to return to the waiting list.  If a family has used the services provided by the Pre-school without payment for two weeks after the due date/s, or their payment has been dishonoured, the Pre-school will follow the following staged procedure:

 Stage 1

Issue an ‘Overdue Account’ letter asking for payment (plus bank charges if applicable) in full within seven days.

If payment is received within seven days, no further action will be taken. Most non payment issues should be resolved amicably and informally at this stage.

Stage 2

If payment is then not received within another seven days, a ‘Second Warning’ letter will be issued asking for either a payment plan to be agreed or immediate payment in full within seven days plus a £5 administration fee, otherwise the child’s place will be withdrawn if not already done so.

If payment is received within seven days, no further action will then be taken and the child can continue to attend the Pre-school.

 Stage 3

If after seven days, full payment or a payment plan agreed by the Pre-school committee has not been received, a ‘Final Warning’ letter will be issued with the addition of a further £10 administration fee. The ‘Final Warning’ letter will ask for full payment within seven days.

At this stage, the child will be unable to attend the Pre-school, if not already suspended, until full payment is received.

If payment is received within seven days, no further action will be taken.

This policy was signed on behalf of the preschool – T Pattison (Preschool Manager)