

Payments, Arrears and Debt Management Policy

We work within the Statutory Framework for the Early Years Foundation Stage (EYFS), published by the Department for Education (DfE) in March 2021, effective from September 2021

Merry go Round Day Nursery accepts 2, 3 & 4 year Nursery Education Funding (NEF) for sessional care (see Nursery Education Funding Policy). Any sessions over the funded allocation will be charged for. Children not eligible for NEF will be charged fees for the sessions they attend. Under no circumstances will any form of 'top-up' be charged on NEF sessions. There will also be no charge at times when nursery closes, such as bank holidays, Easter and Christmas shutdowns.

METHOD OF PAYMENT:

All fees are due IN ADVANCE unless special arrangements are made. Charges are shown in the Parent Contract. Fees can be paid by Standing Order (using child's name as reference), Childcare Vouchers (we are registered with most schemes), Cash or Cheque. Payments must be paid on a daily, weekly, monthly, half termly or termly basis.

Any extra (one off) days, i.e. emergency cover, special circumstances, etc. requested, will be given subject to availability and paid for in advance or on the day when your child arrives.

A minimum of 4 weeks' notice in writing will be given for any proposed fee increase. This period is also required if you choose to end your child's sessions.

CHARGES FOR HOLIDAY PERIODS:

Fees are still payable during holiday periods. Fees will still be charged if the child is on holiday during the school term. Nursery fees will also be due for holiday periods at the usual weekly rate if not attending, or full fees if attending. In cases where Nursery Funding is claimed for term time, additional fees will apply if your child attends during holiday periods.

What if my Child is Absent?

If your child is absent, charges will apply as normal. However, in special or exceptional circumstances, you may request a meeting with the Manager to discuss your child's absence, who will review the fee position relative to the period of absence.

What if I Can't Pay my Fees on Time?

Fees are due in advance. If you are unable to make payment of your fees on time it is important that you inform the Supervisor immediately. Where possible, we will work with you to organise and agree a short-term payment plan to enable you to keep your child's sessions.

What Happens if I Don't Contact You?

If fees are not paid, and no contact has been made by you regarding your fees, we will contact you to discuss this matter. If we are unable to contact you and the fees remain unpaid, the following procedure will apply:

- 1 We will send you an invoice and advise you of the outstanding balance and request that you settle your account.
- 2 We will send you a reminder letter by signed for delivery, with attached invoice, advising of the outstanding balance on your account and would expect immediate action. If you do not pay the balance within one month, we will unfortunately be unable to accept your child for any further sessions, with immediate effect and an administration charge will be added to your account.
- 3 We shall terminate any further session requests and hand the debt over to our collection agency. It may also be necessary to open a case with the Small Claims Court. Tax Credits/ Benefits agency will also be informed where applicable.

How Will I Know if my Account is in Arrears?

You will be issued with a termly statement to allow you to view your fees and payments, enabling you to manage your account more efficiently. Any outstanding fees will be carried over (marked in red) to the following term's sheet. Likewise, any credits (marked in blue) will also be carried over.

If our staff are required to remain after the session ends to care for your child, a further charge will be applied to your account to cover additional salary/running costs at a rate of £5 per 5 minutes. To avoid these charges, please telephone in advance to advise of late collection.

We review each case individually and do understand that without childcare, parents/carers would often not be able to work. However, we do need to ensure that parents/carers continue to pay their ongoing fees in order that any arrears due by them do not increase.

It is important to note that whilst things go wrong occasionally, we would not be able to allow accounts to be paid late on a regular basis.

Is There Any Other Financial Help I Can Get?

We will endeavour to assist you should you be having difficulty paying fees. You may also contact the organisations below, which may be able to give you further advice.

Citizen's Advice Bureau: 0808 223 1133

Tax Credits Helpline: 0345 300 3900

National Debt Helpline: 0808 808 4000

Adoption Date: 1st September 2020.

Signed:

Nm Orel

Annual Review

Reviewed 1st September 2021

Reviewed 1st September 2022

Reviewed 1st September 2023

Next review 1st September 2024