



# Charging Policy

## Policy overview

**Holy cross Pre-school Nursery and Kids Club relies heavily on the prompt payment of fees in order to function. The Nursery will not tolerate late or non-payment of nursery and kids club fees.**

**The nursery has a procedure in place to ensure that payments are prompt and parents/carers do not incur any debt. The nursery will do its utmost to support those that find themselves in financial difficulty.**

## Payments

- Fees are payable every half term in advance of the new term starting by Bacs (bank-to-bank transfer) or card payment (using the Sum Up machine at Holy Cross Pre-School Nursery and Kids Club).
- Fees are calculated and invoices are issued by the Finance team during the last week of the term. An email will be sent a week before invoices are due stating what date they are being sent out.
- Invoices are issued by email. Parents/Carers are advised to check their junk folder as well as their inbox for the invoice. If the invoice is not received on the date specified it is the Parents/Carers responsibility to contact Holy Cross Pre-school Nursery and Kids Club by email: [Enquiries@holycross-preschool.com](mailto:Enquiries@holycross-preschool.com) or call: 0121 675 1191 immediately.
- Invoices must be paid within 14 days of the date on the invoice as per our Terms and Conditions.
- If a Parent/Carer is unable to pay fees within the time period, it is their responsibility to inform the Holy Cross Pre-school Nursery and Kids Club Manager, **Zara Osborne** immediately and provide a genuine reason as to why they are unable to pay.
- In exceptional circumstances the Nursery/Kids club Directors/Manager may agree to fees being paid by a payment plan.

## Payment Plan

- Payment plans need to be agreed by the Directors and Nursery Manager.
- The Directors/Manager will detail the dates and amounts payable with the parent.



- The plan must be strictly adhered to. Late or non-payment of the installments will result in further action being taken; this may include the withdrawal of the Nursery/Kids Club place.

#### **Late/Non-payment of fees**

- Holy Cross Pre-school Nursery and Kids Club will not endure non/late payment.
- Failure to pay the invoice within the 14 days will result in a late payment charge of £5.00. Parents/Carers will be contacted and notified about the late charge, an invoice will be issued again including the late payment charge. Parents/Carers will then have 7 days from the date on the invoice to make payment.
- If payment is not received within the 7 days' further action will be taken.

#### **Requests for extra sessions**

- Accounts with outstanding fees will not be permitted to book extra sessions.

#### **Consumables**

- Consumables are charged at a rate of £5.00 for half days and full days.

#### **Non-attendance, sickness & Holidays**

- Fees are payable during periods of sickness and family holidays.