

PRECIOUS TIMES CHILDCARE SERVICES

Money Matters and Payment Management.

We have a clear policy on payments being received by us, quite simply we say “**no pay, no play**”

It is important to us as a setting and a business that your fees are paid on time.

We aim to provide the highest quality care and best possible service for you and your children, many of the things we need to do this are expensive and have to be paid for up front. Just a few examples are; highly qualified staff, resources for activities, food and drink, insurance, rent and rates, gas, electric and water. In addition, we pay towards a caretaker to ensure that the building is kept safe and secure. Therefore, timely and advanced are required

How to Pay

When you register your child with us you complete a contract which states that fees are **payable in advance**. This can be weekly, monthly or termly and payments can be made by cash, card or by standing order/ direct transfer. We issue monthly invoices in advance.

Absences / Closures

All children's absences must be paid for, although two weeks payment free are allocated per child (this is pro rata to the hours / days attended) as holiday. This does not apply to term time only children.

Bank holidays are not charged due to the setting being closed. There may be additional staff training days where the setting will be closed and no fees payable – you will be notified of these well in advance so you can make alternative arrangements.

Severe weather may cause us to close or close early to ensure safety of our staff and the families using the setting. The time that the setting is actually closed will be credited to your account. Credits for absences/sicknesses or early pick up do not apply in any other situations.

Late or non-payment (children currently attending the setting)

The following procedure will be followed if a payment is missed:

1. We will speak to you in person or over the telephone with regard to this as soon as the payment is missed and arrange a date for when this will be paid.
2. If we are unable to contact the you and your child is absent from setting a reminder will be sent out. If your child is absent without reason being given for more than 2 weeks their place will be cancelled automatically and your debt will be sent directly to county court/debt collection
3. If payment is not received within the agreed timescale a payment plan will be arranged.
4. If a payment on the payment plan is missed your debt will be sent directly to county court/debt collection and your child's place will be cancelled.

Outstanding fees (children who have left the setting)

1. We will contact you to advise of the outstanding amount and to arrange a payment date.
2. If we are unable to contact you your debt will be sent directly to county court/debt collection.

We reserve the right to add interest onto any outstanding fees at a rate of 8%.

Fees are subject to annual increase upon notice.

FUNDED CHILDREN

If a child who is accessing their Flexible Early Years Entitlement starts with us but then leaves before the official headcount day the parents are liable for the childcare fees and will be invoiced.

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This was adopted at a meeting of Managers:

Policy Revised Date	Revised By
22 January 2013	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
8 September 2014	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
15th December 2015	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
21st April 2017	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
22nd August 2017	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
5th June 2018	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson
12th February 2020	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay