

Acorns Fees and Payment Policy

March 2019

Policy Statement

As a community resource which is committed to childcare, we aim to keep our fees affordable and competitive and at such a level that we can provide childcare of the highest quality. Fees are currently £4.00 per session during term time and £14.00 per session during school holidays. These costs are reviewed annually to ensure that we continue to meet our objectives.

Procedures

Invoices are produced monthly on or around the 22nd of each month once a booking has been received. Fees are payable monthly and **must** be paid in full by the 1st Monday of the month. Fees are payable for all sessions booked, even if some are missed due to illness, holiday or other reason, in order that we may reserve your child's place. Failure to pay fees on time and in full could jeopardise your child's place and continued non-payment may result in your child's place being withdrawn in accordance with the procedure detailed under 'Late Payment and Non-Payment of Fees' below. Fees will also be charged if you are late collecting your child (after 4:30pm if only booked until this time, and after 6:00pm)

Fees are payable either by cheque, cash, BACS and childcare vouchers. Receipts are issued to Parents/Guardians for all cash payments. We also accept childcare vouchers.

Unpaid Cheques

If a cheque is unpaid, then Parents/Guardians will be expected to settle all future fees by cash.

Late Payment and Non-Payment of Fees Procedure

As a small LTD company with limited funds at our disposal, we expect Parents/Guardians to assist us with the smooth running of Acorns by ensuring that all fees are paid promptly. Obviously, we appreciate that from time to time, unforeseen circumstances may occur which result in late payment of fees. This is why as a considerate organisation, we are committed to resolving payment issues with Parents/Guardians as fairly and openly as possible and have adopted the following four stage approach:



Stage 1 - if payment is not made in the month that it was due, at the beginning of the following month, the Manager will have an informal discussion with Parents/Guardians to ascertain when fees are likely to be paid as a second months fees have also now become due and payable.

If fees are paid in accordance with the payment plan agreed with Acorns, then no further action will be taken. If not:-

Stage 2 - the Manager or other member of the Management Committee will write to Parents requesting payment by a specific date and inviting the Parents/Guardians in for a further discussion if they are unable to make payment by this date.

If a payment plan is subsequently agreed, then this will be confirmed in writing to the Parents/Guardians who will also be asked to sign and return a Payment Contract.

If no payment has been forthcoming, or a payment plan has not been agreed by the end of the second month, then:-

Stage 3 - the Manager or other member of the Management Committee will write to Parents/Guardians requesting payment/part payment by a specific date and/or a more formal meeting to discuss the situation, their child's place at Acorns will be temporarily withdrawn.

If no payment at all has been forthcoming by the specified date nor a payment plan agreed in writing (as detailed in Stage 2 above), then:-

Stage 4 - the Manager, Chairperson or other member of the Management Committee will write to Parents/Guardians confirming that their child no longer has a place at Acorns because of their non-payment of fees and that the Committee reserves the right to take further steps to recover the unpaid fees and any associated costs if there are no extenuating circumstances to the contrary.

