



Fowlmere Playgroup Fee Payment Policy

- Fees must be paid within 2 weeks of bill being issued.
- Payment must be by cheque or bank transfer. Cash is not accepted.
- If payment is late, a reminder will be sent out giving a further 1 weeks' notice
- After this, an overdue payment admin fee of 15% may be charged
- The playgroup reserves the right to withdraw the child's place if fees are not settled within the agreed time
- We will pursue the recovery of any outstanding debt through the small claims court, this will incur an additional admin fee of £50, and all court fees payable by the parent.
- We are aware that families have varying financial constraints and will endeavour to support families if we can. Parents are encouraged to speak to the treasurer, or any member of staff or the committee, as soon as possible about any difficulties in paying fees.

Non-payment of fees procedure:

- Speak to parent, find out what the problem is with paying, offer to let them pay the money back in instalments, draw up an agreement if this is accepted. Signpost to organisations below.
- If an instalment agreement cannot be reached and the parent says they will pay, ask for payment within 7 days.
- If payment is received within 7 days no further action will be taken
- If payment is not received write to the parent asking for immediate payment in full plus an admin charge (at this stage their child(ren) will not be able to attend Playgroup until payment has been received.
- If payment is received within four working days no further action will be taken and children may resume attendance.
- If payment is not received within four working days a "last-chance" letter will be sent to the parent involved inviting immediate payment plus 15% admin charge.
- If payment is received within four further working days, then no further action will be taken and children may resume attendance.
- If payment is not received within four working days Playgroup will immediately begin County Court proceedings for which an admin fee of £50 and all court fees are charged.
- If Playgroup are required to attend County Court costs will be applied at a rate of £20 per hour. It is Fowlmere Playgroup's policy to pursue all unpaid fees and other thefts through the County Court for the recovery of the service's money.

Useful Contacts:

PayPlan – this service has no hidden fees or management fees so every penny goes towards paying off consumers debts as quickly as possible. Call 0800 085 4298 or visit www.payplan.com

Citizens Advice Bureau – advice charity, look in your local phone book or visit www.citizensadvice.org.uk

Consumer Credit Counselling Service – charity funded by the financial services industry, specialising in debt management plans. Call 0800 138 1111 or visit www.cccs.co.uk

Community Legal Advice Service (CLS) – helps with legal problems Visit www.justask.org.uk

Taking someone to court – visit www.moneyclaim.gov.uk or apply for forms at your local County Court (see local Phone Book)

This policy was adopted at a meeting of Fowlmere Playgroup.

Held on January 2016

Last review date: November 2017

Date to be reviewed: November 2018

Signed on behalf of the management committee:



Role on committee: Chairperson