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Registered Charity Number 1152404 Ofsted: EY468008

Payment & Fee Policy

Policy statement

Goudhurst Village Pre-school is a registered charity and an essential community resource dedicated 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. For us to maintain sustainability, continue to pay our staff wages that reflect their commitment and qualifications and to meet continued rising costs of services we require fees to be paid on time.

Fees are currently £5.00 per hour and are reviewed annually to ensure that we continue to meet our objectives. Should it be deemed necessary to increase the fees, you will be given the minimum of one month's notice. As a registered childcare provider, we are in receipt of Free Early Years' Education Funding (EYE) for eligible two, three and four year olds. Where funding is not received, or extra non-funded hours are required, then fees are payable to Goudhurst Village Pre-school.

Procedures:

- An invoice shall be given at the start of every term, with the hours agreed with the manager prior to the term start.
- If there are subsequent changes in sessions or lunch clubs an amended invoice will be supplied via email or paper copy.
- Additional hours will be invoiced separately.
- All fees must be paid 14 days after receiving the invoice. This can either be paid in full or in agreed increments as per a payment contract.
- Parents are welcome to talk to Business Manager, Zoe Bedford-Cooper to discuss their invoices, payments and if necessary set up a payment contract.
- As a registered charity with limited funds at our disposal we expect all Parents/Carers to assist us with the smooth running of Goudhurst Village Pre-school 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

charitable organisation we are committed to resolving payment issues with Parents/Carers as fairly and openly as possible and have adopted the following four stage approach:

- Stage 1 - If an invoice is not paid after 14 days, the Pre-school Business Manager will have an informal discussion with Parents/Carers to ascertain when fees are likely to be paid. If fees are then paid in full or a Payment Plan Contract is agreed upon and signed with Goudhurst Village Pre-school then no further action will be taken.
- Stage 2 – If fees remain unpaid or an agreed Payment Plan Contract is defaulted upon, the Pre-School Business Manager will write to the Parents/Carers requesting payment by a final date and/or invite the Parents/Carers in for further discussion. At this stage all Parents/Carers must have agreed to a Payment Plan Contract.
- Stage 3 - If the mandatory agreed Payment Plan Contract is then defaulted upon, the Pre-School Business Manager will convene a formal meeting to discuss the probability of the Parents/ Carers’ child(ren) no longer being eligible to have a place at the Pre-School.
- Stage 4 - If the Payment Plan Contract is further defaulted upon and fees remain unpaid the Pre-school Business Manager will escalate to the Trustees who will send out a ‘Letter before action: Debt Claim’ and will write to the Parents/Carers confirming that their child(ren) no longer has/have a place at the Pre-school. Furthermore, siblings may not be able to enrol going forward because of the non-payment of fees.
- Stage 5 – 30 days after the Debt Claim letter and having received no payment, legal proceeding will be issued through ‘Small Claims’ The Pre-School Trustees reserve the right to take further steps to recover unpaid fees and any associated costs if there are no mitigating circumstances.

This policy was adopted at a meeting of Goudhurst Village Pre-school Held on.....

Date to be reviewed.....

Signed on behalf of the provider.....

Name of signatory.....

Role of signatory.....

Name of signatory.....

Role of signatory.....

Name of signatory.....

Role of signatory.....