

# Payment and Collection of Fees

## Grass Roots Nursery Group: Fees Policy

### Purpose:

To establish clear procedures for fees and payments at Grass Roots Nursery Group, ensuring transparency and fairness.

### Key Principles:

- **Fair Payment System:** Offer flexible payment options and support families facing financial difficulties.
- **Clear Communication:** Communicate fees, payment deadlines, and consequences of late payments clearly.
- **Transparency:** Provide detailed information about fees and the reasons for changes.
- **Fair Practices:** Adhere to fair practices regarding fee payments and withdrawals.

### Fees and Payments

- **Monthly Payments:** Fees are payable in advance on a monthly basis.
- **Payment Methods:** Accept bank transfers, card payments, tax-free childcare accounts, or cash.
- **Payment Deadlines:** Adhere to payment deadlines and issue reminders for late payments.
- **Late Payment Fees:** Implement a late payment fee for overdue payments.
- **Individual Payment Plans:** Offer flexible payment plans for families facing financial difficulties.

### Fee-Paying Sessions

- **Withdrawal Notice:** Require four weeks' written notice for withdrawal.
- **Non-Payment Consequences:** Suspend the child's place and charge fees for attended sessions.
- **Funded Hours:** Reduce to just funded hours if fees are not paid and require prepayment for additional hours.

### Employer Childcare Voucher Schemes

- Accept payment through childcare voucher schemes.

### Refunds

- Refunds are generally not given, except in exceptional circumstances.
- Consider refunds for closures due to uncontrollable reasons (e.g., terrorism, vandalism, fire, storm damage, floods, pandemics, snow).

### Fee Reviews

- Review fees annually and provide written notice of any changes.

### Notice Periods

- Require four weeks' written notice for withdrawal or change of booking.

- Inform the management team of your child's departure to manage the waiting list effectively.

#### **Additional Considerations**

- Consider the impact of fees on families and offer support when needed.
- Ensure clear communication and transparency throughout the fee payment process.
- Review the policy annually to align with current practices and regulations.

**By implementing this policy, Grass Roots Nursery Group can maintain a fair and transparent fee structure, while also providing support to families who may be facing financial challenges.**