



Ollie's Trust

Nursery, Breakfast & After School Club

C/o Goosnargh Oliverson's CE Primary School, Goosnargh Lane, Goosnargh, Preston PR3 2BN

Telephone 01772 866415 between 7:45am and 6:00pm

website : www.olliestrust.co.uk

Organisation

Payment of Fees Policy & Procedures

Policy Statement

Here at Ollie's we offer a flexible, sessional day care in which parents can choose a variety of sessions depending on their individual childcare needs. To make this successful we depend on parental support to ensure we can continue to operate as we do. Therefore strict policies and procedures are in place. We ask all our families to co-operate fully with these following procedures.

Payment of Fees Procedure

- At induction we will fully inform parent/carers of the fee and payment structure at Ollie's through this policy, and ask for our parental declaration form to be signed prior to their child starting at Ollie's, stating they have read through the policy and agree with the terms and conditions set out.
- ALL invoices will be given out on the first day back of the new term.
- The invoice will give details of the sessions being paid for and the rate being charged.
- Invoice payments will be due by the end of the 2nd week of the new term.
- A reminder letter will be sent out after this time and if it has still not been paid, a surcharge letter will be sent informing of 20% added to your bill and a 3 day notice in which to either pay in full or give the office details of how you intend to pay this invoice.

- If payment is still not received or contact is not made explaining your intentions after this letter, you will then be issued with a letter from the trustees stating that your child will not be able to attend Ollie's until payment is made.
- If efforts to meet mutually agreed repayment plans for late bills are not adhered to, debt collection agencies may be used to recoup those monies. (Please see "non-payment of fees procedures" below)
- Payment can be made in installments over the term but full payment must be made before a new term begins.

(Please note that invoices for September Autumn Term will be issued during the first week in this month and a date in which payment needs to be received will be given).

Casual Bookings

Casual bookings can be made for any session depending on availability and payment needs to be made for this **on the day**. Once again a surcharge of 20% will be added to late payments and if money is not received within 24 hours children will not be able to access our services until payment has been received.

Tax Credit Voucher Schemes

We accept many vouchers through tax credit companies such as Accor, Busy Bees, Kiddivouchers, Edenred and Care4 as well as many more. Please speak to one of us if you require information about paying through voucher schemes as other schemes are easily set up.

Making your Payments.

- We accept cheques made payable to 'Ollie's Trust'. However if this cheque is returned unpaid by the bank, the bank charges arising from this will be added to your invoice. (This amount is currently £8.00)
- Our preferred method of payment is by bank transfer as it is a very simple method of payment if you have online banking. Here are our bank details for this:
 - Account name: Ollie's Trust
 - Account no: 10941937
 - Sort Code: 16-20-16
 -

We do ask that you use your child's name as a reference when paying through this method to ensure the payment goes to the correct account.

If you have any concerns regarding payments please do not hesitate to speak to the administrator or manager. Here at Ollie's we pride ourselves with our open door policy and how we are always here to help and support our families the best way we can. Therefore we understand how difficult times can be and are more than willing to work closely with families in ensuring the correct payment plan is in place to suit their needs.

It is crucial you return your remittance slips to the office stating which method of payment used and the amount paid. (If you plan to pay throughout the term by splitting the invoice please state this also on the remittance slip.)

NON-PAYMENT OF FEES

Statement of intent

It is our policy to pursue all unpaid fees through the County Court for the recovery of unpaid Ollie's Fees.

Aim

We aim to ensure financial stability of the Nursery, Breakfast and after school by having a fair and consistent process for pursuing non-payment of fees.

Methods

If a payment plan is agreed between a family and the Ollie's administrator the Trust reserves the right to withdraw that facility if correct payments are not made. If payments are not paid as agreed, the full amount outstanding will then be due within seven days of the issuing of an overdue account letter.

If a family has used the services provided by Ollie's without payment or their payment has been dishonoured Ollie's will follow the following staged procedure:

1. Issue an 'Overdue Account' letter with a 20% surcharge asking for payment (plus bank charges if applicable) in full within three days. If payment is received within three days no further action will be taken.
2. If payment is still not received a 'Second Warning' letter will be issued asking for immediate payment, and stating that their children will not be able to access Ollie's until a payment is made, or a payment plan has been put in place with Ollie's Trust. If

payment is received within three days or a payment plan has been agreed no further action will be taken.

3. If after three days full payment or a payment plan, agreed by Ollie's Trust, has not been received, a 'Final Warning' letter will be issued plus a further £10 administration fee. If payment is received within seven days no further action will be taken.
4. If payment is not received within seven days the Ollie's Trustees will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs. If Ollie's is required to attend at County Court, costs will be applied at a rate of £20 per hour OR if payment is received within seven days Ollie's will immediately put the debt in the hands of an accredited Debt collector to recover our costs. This will almost certainly result in the debt increasing dramatically.



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Payment of Fees Policy and Procedures

Parental Declaration

This is a parent declaration form to agree to the terms and conditions of the 'Payment of Fees Policy and Procedures' with Ollie's trust.

I/We agree to adhere to the terms and conditions set out in the policy for the procedures of paying my child's/ren's fees for their nursery, breakfast and after school sessions.

I/We agree to address any issues regarding our payment with the manager to ensure our needs are being met and a payment plan can be agreed together.

Name of Child: _____

Parents Name: _____

Signature of Parent/s: _____

Date: _____

Example letter to be sent out to parents from the Trust.

Dear [Parent / Carer's Name]

FINAL WARNING RE: INVOICE NO.

Further to our letter dated relating to the overdue invoice above, the amount of £..... is still outstanding on your account. If the full amount is not received within 7 days from the date of this letter, the trustees will have no alternative but to commence legal proceedings through the County Court. We will send no further reminders. If payment is received within 7 days no further action will be taken.

I have enclosed a copy of the invoice for your reference. Please forward payment to the above address.

Please note that if payment is not received within 7 days from the date of this letter, your child / children will still be unable to use our services until payment in full is received.

Yours sincerely

Chairperson
Nicola Horabin

Ollie's Trust

C/o Goosnargh Oliversons Primary School

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