

## **HAPPY LITTLE PEOPLE AFTER SCHOOL CARE FEE COLLECTION AND PAYMENT: NOTE OF GUIDANCE FOR PARENTS**

We expect all users to pay for their childcare 2 weeks before their first day of attendance as determined by our fee policy. Good relationships are based on respect and we kindly request that staff do not have to be put in the position that they have to request a payment.

### **Confidentiality and Consistency**

When collecting fees, the service will at all times treat all users of the service with consistency and confidentiality.

### **Fees needed to develop and sustain the service**

All fees paid for the use of the service are used to pay for staff wages and to develop and sustain the service.

### **Fee structure/review date**

Fees for this year from August to June will be as follows:

After School Care: £13

Breakfast Club: £5

Registration Fee (Annually per family) £20

### **Payment dates/method**

Fees are paid 2 weeks in advance by BACS or voucher. Payment will not be accepted in arrears.

### **Non-Attendance/Cancellation**

Payment for the service must be paid at all times including whilst off sick, or if you take your child on holiday during term time.

### **Financial Support; Tax Credits, Childcare Vouchers**

Parents/carers may receive help towards the cost of childcare up to a maximum of 85%, from tax credit support or further education support. You may also be able to receive support through childcare vouchers from your employer. Information is available from HMRC to help you decide which option is best for you.

Further information can be obtained from [www.hmrc.gov.uk](http://www.hmrc.gov.uk), or <http://taxcredits.direct.gov.uk>, or by calling the helpline on 0345 300 3900.

### **College/University Payments**

All students are requested to hold a full-time place. Please ensure that you cost this appropriately in your SASS form or application for childcare support funding form from your further education establishment.

When using the service out with your college/university term, payment must be made by the parent/guardian.

### **Late Payment Fee**

If fees are not paid at the agreed time there will be a maximum of three emails or messages requesting payment outlining the amount of payment overdue with the ultimate withdrawal of the service. An admin fee of £20 will be added to the fees owed for each request sent.

### **Receipt for Payment**

Bank statements are the receipts for standing orders payments.

### **Recovery of Debt**

If outstanding fees are not paid following the three reminder letters, the service will pass the recovery of the debt to a debt collection agency or the small claims court.