

INVOICING AND FEE PAYMENT POLICY

Dandelion Day Nursery and Kids Club (DDNKC) is a charity and pays for its services through fees from parents and a small amount of fundraising. This policy details how fees are calculated, how invoices should be paid and the process for late or non-payment.

Acceptance of a Place

On acceptance of a place at DDNKC, you will be required to pay a £30 non refundable fee that covers the administration costs involved in setting up your child's place. For families of more than one child we will only ask for one £30 fee (*this fee is not applicable to children who are accessing purely funded hours*).

For places accepted over 28 days before the agreed start date, we shall also require a non-refundable deposit of £100. If the child starts on the agreed date the deposit will be taken off the first invoice. However, if you subsequently defer the start to a later date, you will be charged fees at 50% from the original start date, which will initially be taken from the deposit. If you cancel the place before the start date, the deposit will not be refunded.

Invoices

DDNKC operates a block booking policy and these hours are agreed when you sign your initial contract, and you are expected to pay for your contracted hours whether your child attends or not. A discount is available for families that have 2 or more children at the setting full time in day-care only.

N.B. It is DDNKC policy that contracted hours can not be reduced for three calendar months from the agreed start date, after this date sessions can be changed on request with a minimum of 4 weeks notice.

Invoices are raised, in advance, on the 1st of the month and are to be paid by the 15th of the same month i.e. an invoice dated 1st September will be for sessions in September and should be paid by the 15th September. Payment can be made by cash, cheque, vouchers, bank transfer or Tax Free Childcare.

Your first invoice will be issued as a paper copy with details on how to pay, all further invoices will be emailed to the address that you provide, they can also be accessed via the Family Parent Portal.

There may be occasions when extra charges are added to your monthly invoice, you will be advised of these charges in advance e.g. late pick-up fee (as detailed in the terms and conditions of your contract) or sun cream.

Late or Non-Payment of Invoice

DDNKC prides itself on the relationships that we build with the families that access the setting, if you are unable to pay your invoice by the 15th of the month, please come and talk to us. We would rather work with you to find a solution that is acceptable to both parties and not have to activate the following process for late or non-payment.

For invoices that have not been settled in full by the 15th of the month, without prior agreement the process to collect outstanding fees is as follows:

- Regular messages will be sent to late payers from the 16th of the month, detailing the amount owed and warning of possible late fees.
- Any invoices not paid in full, without prior permission, before the 1st of the next month will incur a late fee which will be either £20 or 10% of the amount owed, whichever is greater.
A letter will also be issued asking you to contact the Manager to discuss a payment plan. Once a plan has been agreed, it will be documented and must be adhered to.
- If no contact is made or we have not received full payment within two weeks, a final warning will then be issued. This letter will advise that any outstanding monies are paid in full by the end of the month and we will assert our right to rescind all childcare with immediate effect. *N.B. For invoices that are for lunch only, we will stop providing meals at this point and the parents/carers must provide a packed lunch.*
- If we are forced to rescind childcare, formal notification of legal proceedings will be issued and all information pertaining to the debt will be passed to the small claims court.
- If your account with DDNKC is not settled and the children are moved to another setting, we reserve the right to share the names of non-payers with other local nurseries and preschools.