

## **FEE PAYMENT POLICY**

When your child starts at Toots you will be given a copy of the current charges. The annual increase is applied in September however management reserve the right to increase the fees at anytime and will give parents a minimum of two months' notice should this occurs. We would like to remind you that our notice period is one month and we will charge the full month's fee in lieu of short notice.

1. A deposit of £200 is payable within 7 days of accepting the placement. This will be refunded when your child leaves. If your child fails to attend we will retain the deposit.
2. The first month will be calculated and billed separately. Subsequent months will be billed for equal amounts and we ask you to arrange a standing order. Please note we used computerised billing.
3. We accept vouchers and make deductions for the education grant if applicable. This will need to be calculated when setting up your standing order.
4. Cash/ cheque and transfers may be paid for additional services and entered separately. They can be viewed on your invoice.
5. If you believe there is a discrepancy on your invoice, email or speak with management.
6. Parents whose invoice shows a negative balance mid-month will be re-invoiced. Immediate payment will be requested.
7. Parents who encounter financial difficulties must inform management immediately so that the situation can be discussed and a reasonable solution agreed.
8. Parents who fail to pay their fees on time and do not discuss this with management, or who fail to comply with any special arrangements will jeopardise their child's place.
9. Any outstanding fees must be paid before a child leaves the nursery.
10. If any fees remain unpaid once the child has left and the parent fails to make arrangements to repay the balance we will alert our debt collection agency.

**March 2015**