The Mill Nursery

Late Collection/Payment Charges Policy

Late collection charges will come into effect from Monday 4th January 2016

Late payment for fees charges will come into effect from Monday 29th February 2016

Late Collection Policy

Aims/purpose

The Mill nursery aims to ensure that all children are collected on time by either parents or authorised people.

It is vital that children are collected on time at the end of each session: 1pm, 3pm, 4pm or 5pm. At The Mill our staffing levels are calculated according to the number of children we care for in each session. An unplanned disruption to the number of children who need caring for has a significant financial and organisational impact on the day to day running of our nursery.

Uncollected Child

- In the event of a parent being delayed they should telephone the setting and advise staff as soon as possible.
- In the event of a child not being collected after 15 minutes over end of session time staff will telephone the parent or carer and continue to telephone until a response is received. If no answer on the usual contact numbers, we will refer to the emergency contact numbers/details and explain the circumstances and if possible arrange for the child to be collected.
- However after half an hour if no contact has been made the Childcare Manager will be obliged to contact Somerset Direct duty help line and follow the advice given. **If staff have been unable to contact the parent when the child's session is due to end they will inform the duty social worker after a further half an hour. If this is at the end of the day two adults will remain with the child.**
- **At discretion of the manager there will be a late fee charge applied to that months or the following months invoice (depending on date lateness has occurred).**

Charges for late collection

- Late collection occurs when a parent or authorised person arrives to collect their child after the end of the session time.
- On the first occurrence of being late, the lateness will be recorded on the 'Late Collection' log and signed by the parent, a member of staff and the manager. Unless the lateness is more than 15 minutes then the following charges will be incurred.
- The 2nd occurrence of lateness will incur a **£5.00 fee** for the first five minutes late (or part thereof) and a further **£5.00** for each subsequent 5 minutes or part thereof. Any late collection fees will be added to that month or the following months invoice (depending on date lateness occurred).
- Persistent lateness will be dealt with on an individual basis by management and the committee.

Late payment of fees

What happens if you can't pay your fees on time?

- Fees for The Mill are due in full in advance paid by the 7th of the month. If you are unable to make this payment it is important that **you** contact us before the 7th on 01761 233847. Where possible we will work with you to organise and agree a short term payment plan to enable you to keep your child's place at The Mill Nursery.

Fees one week (or part thereof) overdue

- We will write to you and call you to discuss your fees being overdue and remind you of the terms and conditions of your contract of childcare with The Mill Nursery. (a week is 7 days from the 7th of the month when the fees should have been paid)

Fees two weeks (or part thereof) overdue

- We will contact you again advising you that your fees are still overdue. If the balance is not paid in full by the end of the second week, we will unfortunately not be able to allow your child to access the Nursery on the following Monday. There will also be an admin charge of £20 at the end of the second week if the payment has not been paid in full and every week (or part thereof) that the full fee balance is not cleared.

Fees three weeks (or part thereof) overdue

- Although childcare will have been withdrawn due to non-payment of fees, we will contact you again advising you that your fee balance is still outstanding and if the fees are not paid in full by the end of the working month, we will unfortunately have to terminate your contract with us and your child will lose their place at The Mill Nursery.

Policy endorsement

Signed by:

Name:

Position:
Date:

Late collection log **January 2016**

Child's Name	Session end time	Time collected & reason for lateness	Parent & Practitioner signature	Managers signature	Occurrence Number