Out Of school

Late Collection/Payment Charges Policy

Late Collection Policy

Aims/purpose

The out of school provision 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 their booked session being either 5pm or 6pm. An unplanned disruption or late collection 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. Therefore in order to encourage parents to be prompt and in order to cover costs when such situations arise, the following policy is adopted.

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 month's or the following month's 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 two occurrences of being late, provided this is less than 15 minutes, the lateness will be recorded on the 'Late Collection' log and signed by the parent and a member of staff. If the lateness is more than 15 minutes then the late collection fee will be charged.
- The 3rd occurrence of lateness of under 15 minutes 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's or the following month's invoice (depending on date lateness occurred).
- Persistent lateness will be dealt with on an individual basis by management and the governing body.

Late payment of fees

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

- Fees for The school 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.

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 school (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 setting 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 setting.

Policy endorsement

Signed by:

Name:

Date: