

**Hamp Nursery & Infant  
School  
and Children's Centre  
Nursery**

**Payment and  
Debt Process  
Policy  
2016 - 17**

# Hamp Nursery & Infant School and Children's Centre Nursery

## Payment Process and Debt Policy

1. Payment Policy forms part of the application
2. Payment Policy explained to all parents, 2 copies signed – one to parents and one retained on file
3. Payment in advance is collected in majority of cases
4. Staff available to take payments at any time
5. Receipts issued for all payments received
6. Invoices are issued monthly allowing 10 days for payment
7. Parents failing to pay: child still attending
  - 1<sup>st</sup> letter - reminder - if no response
  - 2<sup>nd</sup> letter - further reminder +
  - 3<sup>rd</sup> letter - appointment letter to discuss debt
  - 4<sup>th</sup> letter - withdrawal of childcare place
8. At appointment with School Business Manager Payment Plan drawn up which will include details of weekly payments to clear debt and (if child still attending) a pay as you go clause.

Once payment plan established, parents required to notify staff in advance if not able to make agreed payment.

9. Parents failing to pay: child left - something which was inherited and which occurs occasionally – more difficult to achieve a satisfactory outcome :
  - letters sent on a regular basis

If parents wish to return for childcare at a later date outstanding debt has to be cleared first

10. Throughout process 7 – 10 staff in school and centre actively seek payments from parents
11. Nurseries and School are required to rigorously pursue monies owed via the processes laid down above (7 -10), withdrawal of services requiring payment, via Somerset County Council Legal Team, or debt collection agencies.