



# Little Angels Fun Club & Nursery Ltd

## Payment Policy

Like any organisation, Little Angels has a responsibility to balance its books, and to pay its staff and other bills at the end of each month. We have developed strong partnerships with parents over the years and have worked hard to be supportive when individual families face challenging financial circumstances.

Happily, the majority of parents pay their childcare bills on time. Unfortunately, a minority do not. So, at Little Angels we've decided to make our expectations a little clearer, to avoid any misunderstanding and also to ensure that families do not run up levels of debt that put them at financial risk.

At Little Angels we take non-payment of debt seriously. If appropriate and necessary, we will pursue debt collection through bailiffs. In the most serious cases, we will pursue our right to petition for the bankruptcy of persistent debtors who make no effort to pay us what they owe.

We believe a 'zero-tolerance' approach is the fairest system for all involved and make this clear in the nursery contract which is agreed during the parent/child enrolment process.

Our staff work hard to provide exceptional care and we believe it is reasonable to expect that all care is paid for in advance.

### **Dates of payments and deposits**

Before your child has their first day in one of our settings, you will be asked to pay a deposit to secure your nursery place. This deposit will be retained by Little Angels until you give notice on that place. Your deposit will then be refunded as a deduction from the final month of your childcare fees.

### **Payment of the first month's fees**

If your child's place is due to start mid-month, you will be asked to pay for your care in advance for the remainder of that first month. The expected date for your payment must be logged into our Family app (see more details below) as a cleared payment before your child's start date.

### **Payment of typical month fees**

Nursery fees are to be paid on the 1st of the calendar month, in line with the nursery contract you have signed. It is the responsibility of the parents, or carers with parental responsibility, to ensure that they adhere to this payment deadline at the start of each month.

### **Family**

Little Angels used a management system called Family. This system allows parents to download an app which gives instant access to real-time fee accounts for every child enrolled.

This will show your account history including invoices, payments and any additional amounts due to be paid. Parents are able to carefully monitor their childcare accounts using this system, which gives visibility and transparency to both the account holder and Little Angels.



# Little Angels Fun Club & Nursery Ltd

## **How to pay your fees**

All fees should be paid by direct debit and in line with your contract. Parents and carers should set these up via the Family app to ensure that the fee account is always up to date. If a direct debit payment is not set up, Little Angels reserves the right to make additional administration charges to your account.

## **Extra sessions**

If you are booking extra childcare sessions, the manager of the setting will confirm availability, then add the charge to your child's account. These extra sessions must then be paid for by card, using the Family app.

## **Communications with families**

All letters and correspondence with Little Angels should be sent via the Family app. It is parents' responsibility to ensure they have access to the app and familiarise themselves with how the fee account works on the app.

During the transition period to Family, parents should cancel standing orders only once the direct debit has been set up. Returning payments made in error by standing order will only be processed once a fortnight.

## **Timeline for payment of fees**

### **Last week of the month invoice**

Parents will receive an invoice for the following month with a mini statement of their account via the Family app. This will be sent around one week prior to the end of the month, and will show any outstanding fees as well as the fees due for the forthcoming month.

### **Around the 7th day of the month; automated fee reminder**

Where fees have not been paid within the first 5 working days of the month, an automated letter will be sent via the Family app. Parents/carers will be given 10 days to settle any outstanding balance. During this time, parents/carers will not be able to book any extra sessions.

### **Around 15th day of the month**

Accounts will be updated with payments received and any parents/carers with an outstanding balance will be contacted, by phone, by the manager of their child's setting.

### **Around the 20th day of the month: automated outstanding balance request**

If any fees are still outstanding by around the 20th day of the month, an automated letter will be sent via the Family app. Parents/carers will be given 5 days to settle any outstanding balance. During this time, the booking of extra sessions will not be permitted. And if the balance is not paid by the end of the month, a staff member will call parents to arrange payment.

### **End of month telephone call**

If the debt has not been settled within one month, the setting manager will contact the parent or carer by phone by the last working day of the month. The parent or carer will be given a final 2 weeks to settle the account with the previous month's overdue amount, as well as the current



# Little Angels Fun Club & Nursery Ltd

month's payment which is due on the 1st of the month. If an overdue amount has not been paid, the nursery place will be withdrawn. The deposit sum will be used towards settling the overdue amount and the account will be passed to a licensed debt collector to pursue the remainder. If a place is withdrawn because of money outstanding, we may share this information with other local settings, unless we are advised that a formal dispute is in place.

## **Help and support for parents**

The government offers help with childcare costs, ranging from 100% funding for two-year olds to 15 and 30 hours funding for three and four-year olds, tax credits and schemes that give parents 20% tax relief on fees. More information can be found at <https://www.childcarechoices.gov.uk/>.

If you require advice or help with managing money, the Citizens Advice Bureau can be found at <https://www.citizensadvice.org.uk/>

**We will ensure that parents are made aware of this payment policy through:**

**A letter to parents**

**Reminders in our newsletter**

**The nursery website**

**A copy of the policy in the induction pack which staff and families receive when joining the nursery**