



# FIRST STEP PLAYGROUP



## Policies and Procedures

### 4. Organisation

#### Administration

#### 4.8 Fee Payment

At First Step Playgroup we are aware that families have varying financial constraints and we will endeavor to support families if we can. Please speak to the director – or the management – as soon as possible about any difficulties in paying fees.

First Step Playgroup Fees:

£4.00 per hour

- Fees are payable half-termly and bills are sent out in the first week of each half-term.
- Payment should be made by internet banking or giving cash payment to playgroup staff in a clearly labelled envelope, marked with your child's name and the amount paid. Please note we do not accept cheque payment for fees.
- Internet transfers (BACS) should be made to :  
Barclays Bank First Step Playgroup, Sort code: 20-43-63 Account Number 03384004
- Fees must be paid within 2 weeks of the bill being issued.
- If parents experience temporary difficulties in paying their bill, additional arrangements can be discussed and agreed with directors, such as spreading the payment monthly etc.
- Failure to pay, or communicate, with the management will incur an administration fee of 15%.
- First Step Playgroup reserves the right to withdraw the child's place (including lunch club but excluding government funded sessions) if fees are not settled within the agreed time.
- In the unlikely event that fees that haven't been settled for prolonged period of time, matters will be resolved in small claims court.
- Please note that there is no reduction in fees if a child is absent due to holiday or illness.
- Additional sessions will still be charged if less than 24 hours notice of cancellation is given.

This policy was adopted at a meeting of

First Step Playgroup, Somersham

Held on

3<sup>rd</sup> September 2015

Date to be reviewed

3<sup>rd</sup> September 2016

Reviewed on

8<sup>th</sup> August 2016, 8<sup>th</sup> September 2017

Name of signatory

Angie Kelly

Role of signatory (e.g. chair/owner)

Playgroup Manager/Director