

## Fee Policy

### The objective of this policy is to:

- Set out clearly for parents, staff and committee members when and how payment of fees is expected
- Secure prompt payment
- Minimise bad debt
- Safeguard the Club and its sustainability

### The Importance of Prompt Payment

Clwb Hapus aims to keep fees as affordable as possible whilst providing a high quality provision run by qualified staff. Late payment of fees has a huge impact on the sustainability of our Club: failure to pay by a given deadline can mean that staff, cannot be paid on time. When non payments accrue, either from one family or from several, it can even result in the future of the Club becoming uncertain and being unable to meet other financial commitments leading to closure.

### Payment of fees

The current fees for attending Clwb Hapus are as follows:

£6.00 per session £5.00 for siblings

If required, the Club will provide parents/carers with an invoice on a weekly/monthly/termly basis.

Parents can pay fees on a weekly/monthly/termly basis. Parents should discuss their preference with the Senior Playworker. Fees should be paid **no later than the Friday of the week prior to use**. If fees have not been paid by this date (without prior discussion with and permission from Angi Wilkinson – Senior Playworker), the Club will follow the unpaid fees procedure set out below. The Club reserves the right to refuse to provide a Childcare space for the child until payment is received.

Fees must be paid via School Comms. If parents should contact the Senior Playworker if they have any questions about this method of payment.

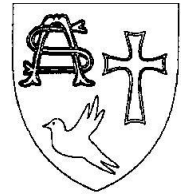
### Changes to fees

The Club will notify parents of any changes to fees in writing at least one month before they are implemented. Fees may be increased periodically as deemed necessary to cover costs.

### Additional sessions

The Club understands that sometimes Childcare is required at late notice. Parents/carers are asked to provide at least 24 hours notice for adhoc sessions and, where there is space and adequate staffing levels available, the Club will try to meet this need. As space will not be automatically guaranteed. Parent/Carers should contact the Senior play worker if they have any questions.

Additional sessions should be paid as soon as possible following the booking being made, and no later than one week after use or a late payment charge will be enforced.



### **Persistent Non Payment of Fees**

In the event of a persistent non payment of fees, the Club reserves the right to seek and follow legal advice, and to exclude families from future use where necessary to enable the setting to be sustainable. The Club reserves the right to request payment in advance in cases of persistent non payment of fees, and where funds are not received in advance, to not permit the child/ren to attend.

### **Late collection**

The club closes at 5.30pm prompt.

In situations where children are not collected by this time, parents/carers must contact the Club as soon as possible. If parents are over 10 minutes late, a £10 late collection charge will be added onto their next bill. If a parent is late to collect their child and does not contact the Club, the Senior Playworker will use the contact number/s provided to try and get in touch with the parent. In the event of no contact being made after 30 minutes, the Senior Playworker will contact the Duty Officer at Social Services to advise them of the situation, and take their advice on further action (please see our Arrival and Collection Policy).

### **Sickness**

Parents must notify the Club as soon as possible regarding attendance/non-attendance of their child due to sickness and no later than 9am on the day of use. In the case of sickness, 50% of the fee will still be charged to enable the Club to remain sustainable. Failure to give sufficient notice of sickness results in the full cost of the session being charged, unless there are exceptional circumstances, whereby a decision will be made at the discretion of the Senior Playworker. In cases of long term illness/long term health conditions, the Club will discuss payment/notice expectations with the parents/carers and this will be monitored and evaluated on a regular basis to ensure any agreement remains practical.

### **Cancellations**

If parents wish to cancel a specific session booked, the Club must be informed no less than 5 Working days prior. If less notice is provided, the parent will still be charged the full amount of the session.

### **Holidays**

If parents wish to take their child out of the Club to go on holiday, a minimum of one month's notice must be given. Fees may still be payable in order to retain the Childcare place. This decision is at the discretion of the Senior Playworker and the Management Committee.

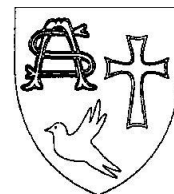
### **Club closure**

If the Club is unable to open due to adverse weather conditions or other circumstances, parents will be informed as soon as is reasonably possible, and no payment for the session in question will be required.

### **Ending of contract**

If parents/carers wish to end their contract with the Club, a month notice must be given from the date the Club is told. If parents/carers wish to remove their child immediately without notice, payment will still be required for the sessions that would have been used within the time period booked. If payment is not received, the unpaid fees procedure above will be followed.

If a child is excluded from the Club, parents/carers will be expected to pay fees up to and including the date of exclusion but not beyond this point.



Signed (Senior Playworker) \_\_\_\_\_

Date \_\_\_\_\_

Signed (Parent/Carer) \_\_\_\_\_

Date \_\_\_\_\_

**This policy will be reviewed annually**

Date last reviewed 24/03/2022