West Derby

Liverpool

L12 8SJ

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Springgrove.nursery@hotmail.com

Registration Number EY429494

**Payments & Non-Payments Procedure**

At Spring Grove Nursery, we have a strict policy on payment and non-payment of fees. It is imperative that you have an understanding of the importance of paying nursery fees on time and making the correct payment.

**Payments**

Different methods of payment;

* Cash
* Cheque
* Child-care vouchers
* Standing orders
* Direct Debits

We offer a wide range of different methods of payment. Nursery fees **must** be paid on the first attending day of each week. If a child has funded hours, parent/carers need to make sure that these are changed to suit the full fees, term dates are provided by the management team. A receipt will be given if a payment is made through cash or cheque.

At Spring Grove Nursery, we aim to ensure all parents/carers have a clear understanding of their fees and how up to date they are. By supporting this, we provide an invoice of the cost of fees and if there is any outstanding fees to be settled up or if a parent/carer are in credit.

**Non-Payments**

We have a strict policy with regards to non-payments. It is vital that parent/carers nursery fees are up to date and if they are not, we have a strict non-tolerance. We highly encourage all parent/carers to discuss any issue they might be having with the management team, non-payments could potentially be unavoidable by dealing with such matters at any early stage. The management team and the company directors will discuss any indiscretions with regards to non payments and come up with a reasonable plan. The following will be put into place if there is ever a case of non-payments;

* Potential exclusion of child until fees are cleared
* Three month payment plan to decrease fees immediately
* Potential shortening days attending nursery to catch up with payments
* If an unfortunate conclusion is made of taking a child out of the nursery setting due to non payment of nursery fee’s we require the outstanding balance to be paid in full before the agreed leave date (taking into consideration 4 weeks written notice). After the leave date if there is an outstanding balance on the account the full total is passed over to our debt collecting team and will be a legal matter
* If a payment plan is set up and payments are not being made, this will also be handed over to our debt collecting team and will be a legal matter