

HETTY Debt Recovery Policy

It is vitally important that childcare fees owed to Hetty Preschool are paid promptly by parents and carers as this ensures that there is a stable and sustainable income stream for the company to operate. Therefore, it is equally important that any customers that fall into arrears with their accounts are dealt with quickly to ensure their account is maintained correctly. The following policy will detail how staff should manage accounts that have fallen into arrears.

Missed Payments - Late Fees

All childcare fees should be paid every calendar month, in the event of late payment on an account the customer should be informed immediately, and a late payment charge will be added to their account in line with Terms and Conditions of Business.

Under exceptional circumstances this late payment charge may be waived but only with the agreement of the Manager.

It is the responsibility of the customer to ensure that payments are cleared monthly or a late payment fee should be applied.

Unpaid Fees - Further Action

Any account where payment remains outstanding should have an additional late payment charge added every five working days until the account is cleared, a formal payment plan is agreed or service is withdrawn from the customer.

If an account has outstanding fees after ten working days, the customer should be written to advising of the arrears on their account and a request should be made for payment in full within five working days.

If the customer requests a formal payment plan to be considered, then this should be completed and sent to the Manager for final agreement.

If, the customer fails to make the required payment then the relevant Nursery Manager should write to the customer a second and/or final time requesting payment in full or their child(ren)s place will be withdrawn with immediate effect. Upon issue of final debt letter and suspension of the child's place the debt file will be passed to

The Business Manager for further recovery action.

Failure to adhere to agreed payment plans

In the event that customers find themselves in financial hardship and arrears begin to accrue on their account a payment plan can be agreed to incrementally reduce

arrears. This should be proposed by the customer and formally agreed by the Manager.

However if the agreed customer fails to make the required payment on the required day then the payment plan should be considered null and void and their account should be paid in FULL in line with the above policy.

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This policy was adopted at a meeting of HETTY preschool staff & Trustees