



## **PAYMENT POLICY**

Ashton Gate Out of School Care (AGOSC) requires payment in advance for all childcare fees. AGOSC's main source of income is from fees. Late and non-payment of fees will cause the club to close.

AGOSC does not offer refunds for absences. This includes sickness and holidays. When a place is booked the parent/carer is then liable for the full fees of the session/s booked. AGOSC sets staff numbers for sessions according to the numbers of children booked in.

The parent/carer agrees to pay for all booked sessions, including absences, at the time of registration by signing the annual registration document for their child/ren they agree to our terms and conditions.

Fees are to be paid in person to a member of staff at the Caretakers House. When payment is made parents/carers should ensure they receive a receipt as proof of payment in the event of any discrepancy.

Invoices are sent by our Administration Officer at the beginning of each school term and at the start of each holiday playscheme.

When fees are outstanding the following course of action will be taken.

1. If, after 3 weeks of receiving an invoice, fees are not settled the administrator will write a letter detailing fees and outstanding amounts. A £3.00 administration fee will be charged.
2. Week 4: If fees are not settled within one week of the letter (sent in week 3) the administrator will make a final request to the parent/carer and for immediate payment. If this is not received within 48 hours the Management Committee reserve the right to terminate the parent/carers membership and the child will lose their place at the club.

### Payment options

AGOSC accepts cash, cheques (payable to Ashton Gate Out of School Care or AGOSC), online payments and childcare vouchers.

### Help with fees

Every effort will be made to ensure that families are aware of the options available, including:

- Inland Revenue Tax Credit Schemes
- Colleges providing financial assistance
- Child care vouchers – salary sacrifice schemes, there will be a need to talk to employers regarding this.
- City Council employee – salary sacrifice scheme.

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Updated: 24<sup>th</sup> March 2010

Review: March 2011

- Other voucher schemes.

In times of crisis parents are encouraged to discuss the issue with the Management Committee.

#### Children of Staff

A 50% reduction in fees will be applied when staff are working in the club, if financially feasible.

#### Late Collection of Children

If a child is collected after 6pm, when the club closes, parents may be charged the equivalent of one hour's wages of two members of staff. Please refer to our Lost and Uncollected Children Policy.

#### Represented Cheques

When a parent/carer pays by cheque it is taken in good faith that the bank will honour the cheque. When a cheque is returned to AGOSC unpaid the club incurs bank charges from their bank in addition to the loss of funds from fees.

When AGOSC receives notification from the bank of a represented cheque the following will apply.

1. On receipt of a letter from the Bank notifying us of a represented cheque the administrator will speak immediately to the parent/carer and ask that they pay in **cash** the amount of the returned cheque **plus** the bank charges incurred by AGOSC. This amount is currently £4. A represented cheque notice will be issued to the parent/carer and a copy given to the Management Committee.
2. The parent/carer may be allowed to pay again by cheque, at the discretion of the Management Committee.
3. If another cheque is represented to AGOSC in the name of the parent/carer the above will apply but all future fees must be paid in cash and the administrator will put this in writing to the parent/carer. A copy of this will be held with the registration information. A cash only arrangement will be reviewed at the next registration and revoked at the discretion of the Management Committee.

#### Swap Policy

If a parent knows that the child is not going to attend a particular session, then they can request that this session be "swapped" for another session that the child was **not** booked to attend. Ashton Gate Out of School Care allows swaps as a courtesy to parents. We have the right to offer or not offer them at our discretion, keeping in mind the guidelines below:

- 1) There are sessions available for the child to swap into. If all sessions are fully booked, then it is not possible to operate a swap system.
- 2) The parent gives Ashton Gate Out of School Care at least three working days notice so we can offer the unused session to other parents.
- 3) Swaps must be used within six weeks of being incurred or they expire.
- 4) Each parent may have no more than two outstanding swaps per child.