

Queen Camel Holiday Club (Camel Club) Fees Policy

This fees policy forms part of the contract with the parents/carer and Queen Camel Holiday Club (Camel Club out of term time)

Background information:

Queen Camel Holiday Club (Camel Club) operates a service, which is fair and competitively priced. We aim to offer a high quality, safe and stimulating environment that provides a service that is good value for money. Opening times and hours for the setting in 2014 are:

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00

Fees are periodically reviewed by the committee and parents/carers will be given reasonable notice in writing of any changes.

Booking, Fees and Billing:

As of 1st July 2015 Sessions times and prices as follows:

8am to 9am: £3

9am to 3pm: £20

3pm to 6pm: £10

Additional siblings half price, snacks provided.

Children will need to bring a packed lunch and a piece of fruit for each day they attend please.

Additional sessions can be booked at short or no notice for which normal fees will be payable. The availability of places at ad hoc sessions depends on the number of staff available and will be at the discretion of the Holiday Club Manager. Where ad hoc places are limited and multiple children require them they will be allocated on a first come first served basis.

The morning session will include provision of a healthy breakfast consisting of toast and/or fruit for those that would like it.

Where your child attends until 6pm and you would like them to be provided with more than just a snack in the afternoon, please see a member of staff to discuss arrangements.

There will be no reduction for periods of sickness or holidays taken during pre-booked sessions.

In the case of a child's legitimate long term illness, the committee will consider the circumstances and come to an arrangement with their parents/carer regarding fees

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If Camel Club is unable to open due to unforeseen circumstances i.e. severe weather, parents/carers with children that are due to attend on that occasion will not be charged.

Camel Club's decision to open may be overridden by school head teacher in exceptional circumstances, these occasions as any other unforeseen circumstance will not be charged.

Invoicing:

Fees for pre-booked sessions will be invoiced in advance of the holiday club period. Ad hoc sessions for all children will be invoiced in arrears following completion of the holiday club period.

Details of when fees are due are detailed on the invoice, failure to meet payments will result in the non-payment procedure being followed.

A parent/carer must give 4 weeks notice of any changes they wish to make to a child's pre booked holiday club sessions and those changes must first be discussed with and agreed by the Camel Club manager.

Cheques should be made payable to Queen Camel Out Of School Club and receipts will be given as a proof of payment.

Late collection charges will be incurred for repeated late collection (more than twice in a term) at £10 for every 15 minutes or part there of the child has not been collected.

Late payment of fees will be monitored and the arrears process invoked.

Please Note although Queen Camel Pre-School who run Camel Club are working in partnership with Countess Gytha Primary School, all issues with out of school club fees will be dealt with by the Pre-School. Any parent approaching the school direct with issues about fees will be referred to Pre-School for the matter to be discussed and resolution found.

Arrears Monitoring

A set date will be given for payment on each invoice
Payments will be checked against invoices on due date.
Any parents/carers who have not paid will be contacted by phone to remind them, they will be given until the end of the week to make their payment.
We will then follow non payment of fees procedure (see below)

Non payment of fees procedure

A meeting to set up debt recovery – the meeting will be held within a week of the outstanding invoice or as soon as possible after. (Any payment plan agreed will only be for the outstanding amount only. Any new fees incurred will need to be paid on time). This meeting is noted and a confirmation letter will be sent to the parent stating the procedure both parties agreed on, including the timescale for the debt recovery
If the debt is not paid off as agreed, we will either:-

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Consider withdrawing the child's place

A further meeting may be held to agree new terms

If a child's place is withdrawn with outstanding debts not paid, these debts will not be written off – we will send one final demand and advise the parent we are proceeding to recovery through the small claims court.

Working Tax Credit

If you receive Working Tax Credit you may be able to get help towards the cost of childcare. For further details contact the tax credits helpline on 0845 300 3900 or visit HM revenue and Customs (HMRC) website www.hmrc.gov.uk/taxcredits

Childcare vouchers:

Please contact the preschool to discuss payment using childcare vouchers.

Cancellation/Termination of the contract:

Setting

The setting reserves the right to terminate the contract without notice in the event of unsuitable behaviour from parents or non payment of fees following the non payment procedure, at all other times one month's notice in writing will be given.

Parents/carers

One month written notice must be given to the setting to terminate a child's place, if written notice is not received four weeks fees will be charged.

Links to other policies and legislation

Pre-school prospectus, Admissions policy, Parental involvement policy, Non collection of children policy.

Every Child Matters Outcome: Economic Wellbeing

General Welfare Requirement:

Documentation

A unique Child	Positive Relationships	Enabling environments	Learning and development
1.2 Inclusive practice	2.2 Parents as partners		

This policy was adopted by the committee of Queen Camel Preschool on 2nd June 2014

Signed on behalf of management committee

Kate Kirkham, Chairperson

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