**Administration – 6.2 Fee and Payment policy**

**Appendix 1 – Procedure for late payment of fees**

This procedure is followed where fees are not paid within the first two weeks of the half term for which they are due unless a payment date or plan has been agreed with the Business Manager. It is also relevant where incidental fees are two weeks overdue at any point in the term, for example for lunches or uniform.

**In the first instance we urge families to speak to the Business Manager on 07729 768322 or email** [**karen.totterdell@littleapples.org**](mailto:karen.totterdell@littleapples.org)

Little Apples are keen to support families and any information is treated in the strictest confidence. Financial information including fees owed is not shared with staff other than Karen and the management team, and so we do not recommend discussing these issues with other staff when picking up or dropping off.

Karen will be happy to discuss affordable payment plans or agree to delay due dates where a timing difficulty may apply.

Little Apples is a charity with very tight budget margins. We also appreciate that many of our families on a very tight budget make huge efforts to pay their fees and this should be respected, even if the amounts involved do not seem large. Therefore, where fees are overdue and no arrangements have been made, the Business Manager will make every effort to speak to a Parent or somebody with responsibility for the child.

This may include by telephone, email or in person, when the Business Manager or Manager can speak confidentially to any person with responsibility for the child at Little Apples. All these lines of contact may be explored weekly until a plan or date for payment is agreed. Where an agreement is made but is not followed, it is considered void and the procedure will recommence.

Where fees are still overdue at the end any half term without an agreed payment plan in place, families should expect that their child’s hours will be withdrawn or reduced to those hours funded by EYE grant with immediate effect. Little Apples also reserves the right to refuse fee-paying hours to younger siblings, where this has been an issue.

**Families are reminded that maintaining communication with the Business Manager is the most effective way for Little Apples to support our families and children.**

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| **This appendix was adopted by Little Apples of Bramley** |
| **On 6th September 2021** |
| **Date to be reviewed** |
| **Signed on behalf of the management committee *J V Whatley*** |
| **Name of signatory J V Whatley** |
| **Role of signatory Manager** |