**Non-Payment of Fees Policy**

Invoices are to be paid in full no later than the **1st** of each calendar month, in advance, unless otherwise agreed with the Accounts Department.

**Where payment is not received we will:**

1. **Step One:** A statement reminder will be emailed on the 5th of the month.

**Please contact us to discuss if you are unable to meet the payment date.**

1. **Step Two:** If no payment is received within 5 days of the reminder, the 10th of the month a £10 late payment fee will be incurred.

**If you are finding it hard to pay the monthly invoice please make us aware so we can discuss options.**

1. **Step Three:** If by the 14th payment still hasn’t been received, we will request immediate payment in full, plus an additional £30 administration fee.

**We can offer payment plans if you are unable to pay your invoice please speak to the Finance Manager or the Nursery Manager.**

1. **Step Four:** **A** **FINAL REMINDER** will then be issued on the 21st of the month,which could result in a review of your child’s sessions/place until payment is made in full, plus an additional £30 administration fee.

**We are here to help you manage your fees please keep all lines of communication open as we do not want to add to any financial burdens.**

1. **Step Five:** If payment still hasn’t been made by the 1st of the following month, we will take action to begin court proceedings for recovery of the entire debt. This will include an extra administration fee of £80 plus all court fees and any additional costs incurred by the Trust.

**It is not in the Trust’s interest, nor is it our intention to add to the financial burdens of families using our services, and debts of more than 1 month’s fees will not be allowed to accrue. If you have a change of circumstances that affects your ability to pay fees please do not wait until a debt has built up. Come and see us in the office as soon as you can and we will discuss ways of managing payments to the Trust that will prevent you from incurring further costs. We are always willing to listen. Failure to clear debts may result in your deposit being used to settle outstanding fees.**

**It is the policy of the Lizard CHILD Trust to pursue all unpaid fees and other thefts through a Debt Collection Agency or through the County Court for recovery of the money owed to the Trust.** Increase of sessions will be discretionary on outstanding balances. A child who is absent for more than four weeks without notification to the nursery will automatically be taken off the register and lose their placement.

**Tel: 01326 573338 Email: finance@**[**lizardchildtrust.co.uk**](mailto:lizardchildtrust@surfree.co.uk)

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