




Mangotsfield Out of School Club Payment Policy

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| Policy Author: | MOOSC Management Team |
| Policy Number: | MOOSC14 |
| Policy Version: | MOOSC14.04 (April 2022) |
| Issue Date: | 1st April 2022 |
| Review Date: | April 2023 |
| Signed: |  |



Payment Policy - MOOSC14.04

Purpose

MOOSC offers wrap-around care during term-time across three primary schools as well as two holiday clubs throughout the year. This policy sets out how parents/ carers register and pay for sessions as well as the staged late payment process for financial recovery.

Registration

Any new parents/ carers to the Club must register their details and complete online registration forms for each of their children through the online system - details of which can be found on our website. The Club must have accurate and honest information about children's medical history, any allergies as well as any behavioural issues and/ or specific needs.

New or additional sessions can be requested through the Club's online system and these requests will be either accepted or declined depending on that specific session's availability and maximum capacity.

Please read our Admissions Policy for more information.

Registration Fee

In September each year (or when first registering with the Club and permanent sessions are confirmed), the annual registration fee - payable per child. Registration fee rates can be found on the Club's website. This fee is expected to be paid prior to sessions beginning.

Registration fee(s) are payable for children who only attend Holiday Clubs. The difference in charging being that it will be payable should places be requested at a second Holiday Break of an academic year (e.g. attendance at a October Half Term Holiday Club will not incur a registration fee charge but should a further request be received between then and the end of the Summer Break, the registration fee will be charged and be payable).

Session Fees

Fees are payable monthly and are viewable through the Club's system. Session rates can be found on the Club's website.

Children's continued attendance is dependent upon continued payment of fees in line with the Club's payment terms which are 14 days from the date of the monthly email communication announcing that the month's balance is ready to view and settle. Payment received after this date will be deemed to be late and will be subject to the Club's late payment process.

Fees are payable in full even if children do not attend the session due to absences such as sickness or unapproved term-time holidays or during the 4 weeks notice period for cancellations or changes.

Approved absences such as holidays, school trips etc. are charged at 50%, providing 4 weeks written notice is provided to the Club.

School INSET days are not charged as the Club at that particular School is closed.



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In order to retain a place, children starting School in a Reception class for September will be charged 50% fees during any settling-in period where the Reception starter is unable to attend a session due to half School days.

Sessions remain continuous and roll over into each new academic year until such time as a child leaves School. The Club will provide parents/ carers with a full historical leaving statement for Year 6 leavers.

The Committee reserves the right to change fees at any stage but undertakes to advise parents/ carers of any change as early as possible, with the aim to give at least one month's notice in all but exceptional circumstances.

Payment

Fees are payable on a monthly basis with payment being made by bank transfer or childcare vouchers.

Mangotsfield Out of School Club
Sort code - 09-06-66
Account number - 40223791

The Club accepts childcare vouchers. Please contact our Finance Team for further details.

Notice Period

The Club has a 4 week notice period for any session changes or cancellations for permanent term-time places. Notice must be given in writing to the Club's Admin Team.

Should the Club agree to any emergency or one-off term-time sessions, 24 hours notice must be given of a cancellation otherwise full fees remain payable.

Should Holiday Club sessions be cancelled, the Club operates a no-refund policy and full fees remain payable.

Late Payment

Fees are considered overdue if not received within our 14 days payment terms.

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

Stage 1 - the Finance Team will email parents/carer advising that the previous months balance has yet to be settled

Stage 2 - the Finance Team will phone parent/ carer and email to follow up

Stage 3 - the Finance Team will post a formal letter informing parent/ carer that the child(ren)'s Club place will be cancelled if payment is not received within 14 days. A copy of this letter will also be handed to the parent/ carer directly by the Club's Session Leader at the child(ren)'s next session

Stage 4 - the Finance Team will post a formal letter informing the parent/ carer that sessions are cancelled and the child(ren) will no longer be accepted into a session. The letter will also confirm the Club's next step for finance recourse should payment not be received by a specified date

Stage 5 - County Court Judgement proceedings lodged



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The Club will do all it can to avoid County Court Judgements; however as a non-profit making organisation, failure to settle outstanding fees impacts all other parents/ carers of the Club and therefore all appropriate steps to recover outstanding debts will be pursued.

An administration fee of £5 may be added to accounts for each of these stages and any fees incurred through formal proceedings will be added to the final balance payable to the Club.

Related Policies

1. Admissions
2. Late & Uncollected Children