

MALDWYN NURSERY & FAMILY CENTRE

Park lane \* Newtown \* Powys \* SY16 1DE \* Tel 01686622191

**Payment Policy**

Invoices will be sent out by post or email, as per your requirements, therefore please could you make sure we have the correct email or postal address for you and that you update us of any changes to your email address or postal address as soon as possible to ensure you receive any information sent to you.

We aim to send invoices out on the last day of each month.

**Payments due**

Payments are due within 10 working days of receiving the invoice. If payments are outstanding after these ten days there will be a fee of £10.00. If invoices continue not to be paid then a meeting with management will be held and decide how to move forward.

Maldwyn Nursery and Family Centre values it’s relationships with the parents/carers coming to the nursery and will be sympathetic to any difficulties paying. On an individual basis the manager may use their discretion and take into consideration extenuating circumstances. Please notify management as soon as possible if you have any difficulties with payments or any concerns. We will always strive to work with you to solve any issues.

Further late or non-payment outside of any payment plans or arrangements discussed with the manager will result in the account being taken to committee to discuss whether we can continue providing childcare for your child/children.

After 2 consecutive months of non-payments, and the meeting with the committee we will regrettably no longer be able to offer a childcare place to your child/children.

Any outstanding balances parents/carers will be given the opportunity to pay of their balance with an agreed payment plan with management. If this plan is broken or the parents/carers do not engage with finding a resolution, the nursery will involve outside agencies to recover the remaining balance to the nursery.

**3+ Funding**

Any accounts with an outstanding balance will not affect your child’s funded hours at the nursery. However, any additional hours at the nursery required will not be accepted until the dept. owed is paid in full.

**Retainers**

You will need to notify the nursery on the morning of your child/children’s absence by 9.30am to receive the retainer fee. Failure to do so will result in the full amount being charged for the booked session to your account.

Only 10 days holiday and 10 days sickness are allowed per child. Once these have been used up full fees will be charged.

If parents change sessions or cancel sessions less than 2 weeks’ notice, retainer fees will be charged.

**Holiday Club Retainers**

If notified 7 days before booked session, half the fees will be charged to your account.

If the notification period is less than 7 days or we are not notified, full fees will be charged to your account.

On: January 2023

By: Chelsea Thorley

Position: Deputy Manager